

Revolutionary Support for Oracle Database

BENEFITS

- Up to 90% cost savings vs. Oracle Database support costs
- Complete Oracle Database support back to 8i
- Comprehensive security protection
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers

Software Support Overview

Support Revolution provides third-party support for Oracle Database at a significantly lower annual cost than Oracle. Pressure to upgrade is a thing of the past as Support Revolution maintains all Oracle Database versions including those no longer fully supported by Oracle. Our expert database support engineers have a minimum of 15 years of experience and provide ultra-responsive 24/7 support, delivering fast issue resolution to ensure client satisfaction and maximise the ROI of your Oracle investments.

Oracle Database Challenges

Oracle Database customers face numerous challenges, including complex licensing rules that can lead to unexpected costs along with poor customer support, which often results in significant delays in resolving technical issues. Older versions are not fully supported and don't receive critical security updates. Additionally, aggressive sales tactics and frequent audits create anxiety about compliance and potential fees. Because of these issues, many organisations consider migrating away from Oracle, but the transition can be complex and time-consuming. Support Revolution can help without the need to move away from rock-solid Oracle Database.

Support Revolution Solution

We deliver a wide range of core support services for Oracle Database including issue resolution, security, performance optimisation, and interoperability support. Our experts are experienced in addressing complex database problems effectively, ensuring minimal downtime. And unlike Oracle, we don't care which versions you're running—we provide full support for any database release without forced upgrades. In addition, Support Revolution also offers optional data and cloud migration services and managed services to keep your databases humming.

A key benefit of choosing Support Revolution is significant cost savings—our customers report savings of up to 90% compared to Oracle. But cost reduction doesn't come at the expense of service quality; in fact, customers report a huge improvement in support.



We are so grateful to all of the team at Support Revolution for helping us lower our IT expenditure, and for doing it so quickly too. The savings we've made have been fantastic, and at a critical time when we really needed it.



– Oracle Support Manager, Greater Manchester Police



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HQ: UK Other: United States, Canada, Australia, China, India, Singapore, South Africa, United Arab Emirates

**Support
Revolution**

Oracle Database Support Programme Comparison

	Support Revolution	Oracle Premier & Extended	Oracle Sustaining
Maintenance and Support Services			
Break/fix support	✓	✓	No new fixes
Security updates	✓	✓	No new updates
Upgrade and migration assistance	✓	✓	No new upgrade scripts
Up to 90% savings vs. Oracle	✓	✗	✗
Response times of 10 minutes or less for critical issues	✓	✗	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗	✗
Run for as long as you want, no forced upgrades	✓	✗	✗
Performance support	✓	✗	✗
Interoperability and integration support	✓	✗	✗
Ask the Experts sessions included	✓	✗	✗
Database Health Checks	✓	✗	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗	✗
Zero-day protection for applications and middleware with no false positives (optional)	✓	✗	✗

Oracle Database Support Details

Support Revolution helps organisations effectively maintain their Oracle Database software and reallocate budget and resources towards strategic initiatives by providing:

- **Complete Oracle Database support** back to 8i
- **Significant cost savings** of up to 90% compared to Oracle's maintenance costs
- **Issue resolution** for all technical and functional aspects of Oracle Database
- **Database Health Checks** analyse your database and prioritise concerns affecting availability, performance, or security

- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support
- **Enterprise-grade security** solutions are available, including Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security

