

# Revolutionary Support for Oracle Retail-J

## BENEFITS

- Up to 90% savings vs. Oracle support costs
- Support for Oracle Retail-J customisations
- Fast response and resolution SLAs
- Comprehensive security protection for any version
- Assigned Primary Support Engineers and Account Managers

## Operational Choices for Oracle Retail-J Support

Oracle Retail-J is a comprehensive point-of-sale (POS) and back-office store system that manages your essential retail processes. Retail-J enables retailers to streamline operations, enhance customer experiences, and maintain efficient inventory management. With Support Revolution's third-party support services, retailers can maximise their investment in Oracle Retail-J by receiving expert assistance and customisation support. Businesses can keep their current Oracle Retail-J version while benefiting from cost savings of up to 90% compared to Oracle support, ensuring continued efficiency and competitiveness in the retail landscape.

## Oracle Retail-J Challenges

Oracle Retail-J customers face significant support challenges because all software versions have entered Oracle's Sustaining Support, meaning Oracle no longer provides new updates, security alerts, or critical patch updates. Customers are left with minimal assistance and access to only pre-existing fixes and patches. This leaves retailers vulnerable to security risks and left on their own to remedy software issues. Retailers often require customisation support, which Oracle never provided, and may struggle to find the necessary expertise.

## Support Revolution Solution

Third-party support from Support Revolution keeps your POS system functioning smoothly. Our expert team specialises in every aspect of Oracle Retail-J and is equipped to assist with everything from system customisations to integration with other software solutions. Your business will benefit from precise inventory management and real-time transaction updates, empowering you to make informed decisions based on accurate data.

By partnering with Support Revolution, retail businesses can unlock substantial savings—up to 90% compared to Oracle's total support costs—without sacrificing quality or personalised service. Our experienced support engineers are committed to ultra-fast resolution, ensuring that your business operations remain uninterrupted. We offer the flexibility to continue using your existing legacy software, allowing you to maintain your established processes while receiving top-tier support.



**Great experience from the [Support Revolution] team, responsive and proactive every step of the way. Team was extremely knowledgeable in all areas and really gave us the confidence to contract with them.**



– Gartner Peer Insights 200M–500M Retail Organisation



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**Support  
Revolution**

## Oracle Retail-J Support Programme Comparison

All Retail-J software is in Oracle Sustaining Support	Support Revolution	Oracle Sustaining Support
Maintenance and Support Services		
Break/fix support	✓	No new fixes
Security updates	✓	No new updates
Upgrade and migration assistance	✓	No new upgrade scripts
Support for customisations	✓	✗
Up to 90% savings vs. Oracle costs	✓	✗
Response times of 10 minutes or less for critical issues	✓	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗
Run software for as long as you want, no forced upgrades	✓	✗
Performance support	✓	✗
Interoperability and integration support	✓	✗
Ask the Experts sessions included	✓	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗

## Oracle Retail-J Support Details

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

- **Complete Oracle Retail-J support** for all versions
- **Significant cost savings** of up to 90% compared to Oracle maintenance costs
- **Issue resolution** for all technical, functional, and regulatory aspects of Oracle Retail-J
- **Support for customisations** for code Oracle won't touch
- **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

