





Welcome

We look forward to serving you by continuing to support your Sun Microsystems investments. In the meantime, please continue to use the same support channels you've been using. This brochure will tell you about additional Oracle services that you may find useful in the future.



With Oracle and Sun Microsystems together,
it's always all about the customer.

WELCOME | SUN MICROSYSTEMS CUSTOMERS



The combination of Oracle and Sun Microsystems brings together best-in-class enterprise software and mission-critical computing systems. We understand you may have many questions regarding the Oracle and Sun acquisition. No matter where you are in the product lifecycle—planning, implementing, or optimizing and upgrading—Oracle has the resources to assist you.

With the acquisition of Sun, Oracle is now the only company that can engineer an integrated system—applications to disk—where all the pieces fit and work together so customers do not have to do it themselves. Our customers benefit as their systems integration costs go down while system performance, reliability, and security go up. Oracle will continue to preserve and enhance these investments made by our customers—while we continue to work with our partners to provide customers with choice.

Customers in the early stages of the lifecycle—planning and implementation—can take advantage of the many resources found in the Support and Education sections of this brochure. You can also leverage the expertise of our partners in the Alliance and Channels section.

Oracle will provide the same level of support, training, and services you have received with Sun Microsystems. In addition, we are one of the most proactive and committed seekers of customer feedback in our industry. Besides the direct interaction with your account team and service representatives, Oracle and Sun customers can broaden their relationships by participating in more than 450 user groups, customer advisory councils, and boards. Check out the User Group and Customer Programs sections of this brochure to learn how you can share best practices and provide valuable feedback that can drive product direction.

Customers have been asking Oracle to take on a broader role to reduce complexity, risk, and cost by delivering a highly optimized stack based on standards. With this acquisition, Oracle plans to deliver these benefits by offering a broad range of products, including storage, servers, operating system, database, middleware, and applications. This transaction delivers those benefits to customers and enhances our commitment to open standards and customer choice.



Contact Us

For more information about how Oracle Advanced Customer Services can help you deliver operational excellence, contact acsdirect_us@oracle.com or visit oracle.com/goto/acs

We know that in today's cost-sensitive, competitive environment, meeting demands and long-term goals require ongoing IT growth and performance improvements of your Oracle systems.

Oracle Advanced Customer Services, a global business of more than 2,500 Oracle Support professionals, helps you achieve both IT and financial goals by focusing exclusively on the continual operational improvement of your entire Oracle stack—database, middleware, and applications.

Working closely with you throughout the phases of your Oracle solution lifecycle, Oracle Advanced Customer Services experts help maximize the performance and value of all your Oracle investments. From faster problem resolution to ongoing performance optimization to end-to-end upgrade management and support, Oracle Advanced Customer Services delivers a highly personalized, strategic relationship dedicated to your business success.

Choose the Service Offering That Best Meets Your Business Goals

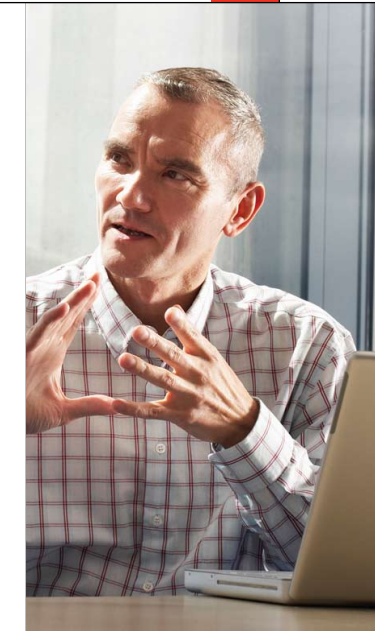
Oracle Advanced Customer Services offers four unique levels of annuity-based services. Each level is a tiered set of solutions and expert services designed to meet your budget and business requirements. You can customize your service levels and modules as needed from our portfolio of more than 60 additional offerings to maximize performance and provide guidance at strategic periods throughout the lifecycle of your Oracle products.

Solution Support Center

The Solution Support Center is Oracle Advanced Customer Services' most comprehensive offering. It provides continual operational improvement, along with onsite or remote experts, to support your complete Oracle environment. It's the best option for protecting mission-critical operations and driving business success. You have access to a "virtual center of excellence" that provides a service delivery manager and a dedicated team of expert service delivery engineers.

Business-Critical Assistance

Business-Critical Assistance offers a combination of problem-resolution and proactive problem avoidance services from a team of Oracle service delivery engineers assigned to help improve your system's availability and performance.



Priority Service

Priority Service provides you with a highly integrated service partnership with Oracle to ensure priority problem resolution and expert guidance. Priority Service helps to minimize complexity and reduces resolution times for your implementation, upgrade, and production issues. With Priority Service, you have the specialized expertise of a dedicated service delivery manager who proactively manages problem resolution and escalations.

Advanced Support Assistance

Advanced Support Assistance gives you the benefit of an Oracle service delivery manager with knowledge of your environment, business, and time lines, who can provide expert guidance to ensure timely and accurate escalation of production-critical service requests.

Our Focus Is Your Success—Get Ahead with Oracle Premier Support

With Oracle Premier Support—our award-winning support program—we provide highly personalized, preventive services for the complete Oracle technology stack. No matter where you are in the lifecycle of your Oracle solutions—implementing, upgrading, or in production—we can help you accelerate the value of your Oracle investment and maintain an agile, dependable information technology (IT) infrastructure that lets you respond quickly to changing business priorities.

As a recognized leader in support excellence, Oracle Support provides the product innovation, tools, and support expertise so you can take advantage of changing market opportunities and become more competitive. With the addition of the Sun software and hardware support teams, Oracle Support now offers complete, integrated support with a single point of resolution and access to next-generation support resources and tools to provide complete coverage from applications to disk.

With fast, consistent response, product updates and upgrades, and support tools, Oracle Premier Support helps you improve the business value, reduce cost of ownership, and minimize the risks of the investment your company has already made in Oracle and Sun technologies.


Contact Us

For more information on Oracle Premier Support, please visit oracle.com/support

Improve Business Value—Make Better Use of Your Oracle Solutions

Oracle Premier Support can help align your Oracle solutions with company priorities to produce successful, effective business outcomes. Oracle's leadership in product innovation and our commitment to protect, extend, and evolve your current technology plays a prominent role in improving business value for your company.

Reduce Total Cost of Ownership—Increase Productivity

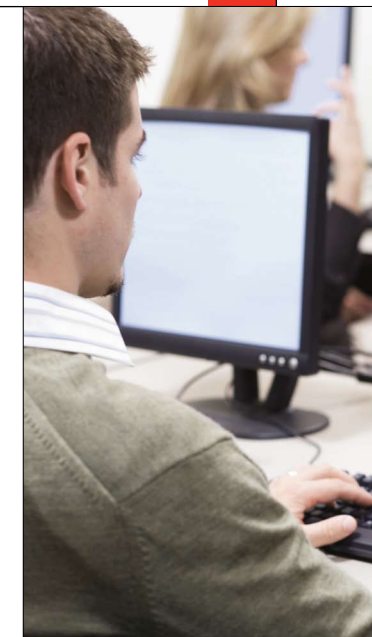
Leverage the capabilities of Oracle Premier Support with Web 2.0 capabilities and a next-generation support platform that provides personalized, collaborative support and that includes advanced integrated services such as simplified configuration management. Add that to the hundreds of proactive tools and services integrated into Oracle Premier Support, and you have the elements for increased productivity and a reduced TCO.

Minimize Risk—Avoid Disruption and Enhance Security

Oracle Premier Support has you covered no matter where you are in the solution lifecycle. From implementation through upgrades and into production, Oracle Premier Support offers single-point accountability for the complete Oracle technology stack. You have access to expert guidance across Oracle's hardware and software partner ecosystem to help you minimize business disruptions and keep your systems secure.

Stay Ahead with Innovations in Oracle Support

Oracle innovation is legendary. For more than 30 years, we have provided information solutions for organizations around the world. Each year, Oracle and Sun spend a combined US\$3.7 billion for in-house research and development to ensure innovation and continuous improvement across the industry's most robust portfolio of complete, open, and integrated products. And as the recognized industry leader in support excellence, our award-winning Oracle Support team is focused on one thing: ensuring your success.



We understand the critical role that training plays in your applications strategy, and assure you that Sun classes and services will continue to be delivered without interruption.

As we bring together two world-class organizations—Oracle University and Sun Learning Services—customers across all lines of business will see an increase in available training offerings, locations, and education services. We also plan to continue developing and supporting Sun certifications.

To ensure that this transition goes as seamlessly as possible, we have made a significant effort to retain the resources and best practices needed to build upon the excellence that you have come to expect from Sun Learning Services, including

- Retaining top Sun instructors
- Continuing to teach all active Sun and MySQL courses and developing new courseware to support new releases
- Continuing Sun's popular certification program and honoring Sun certification exam vouchers
- Proactively scheduling the most popular Sun courses in our education centers
- Continuing to offer onsite, self-paced, and custom training
- Preserving and honoring existing prepaid training accounts

Oracle University

Whether you are new to Oracle technology or upgrading to a current release, Oracle University offers up-to-date training created by Oracle experts. Our experienced instructors and curriculum developers can help you acquire the cutting-edge knowledge and skills you need to succeed in your IT career.

We are committed to providing an unbeatable learning experience, which is why we strive for nothing less than 100 percent student satisfaction.

Oracle University offers nearly 1,300 course titles and delivers 41,000 classes per year in 89 countries.



Learning Paths

Oracle University delivers training for all job roles—from administrators, analysts, architects, and developers to engineers, implementers, product managers, and end users. For each role, we have carefully mapped a customized learning path that suggests recommended courses.

Training Formats

Classroom Courses: Learn in a classroom at one of our Oracle Education Centers in 89 countries. An Oracle University classroom is a state-of-the-art setting for instructor-led training, accompanied by laboratory exercises for hands-on practice with all Oracle products and technology.

Live Virtual Classes: Take advantage of cutting-edge technology to study online with an instructor and fellow students in a collaborative learning environment—at home, office, or anywhere else you have an internet connection. The same top-quality content of our classroom training is now available to you online with chats, polls, quizzes, and other interactive features.

Seminars: Typically shorter than classroom and live virtual courses, seminars focus on product overviews, new product features, upgrades and enhancements, concise reviews of complex topics, or special issues delivered by guest instructors who are distinguished in their fields of Oracle expertise. Offered both in classrooms and a virtual environment, they provide an ideal introduction to Oracle products and to Oracle University training.

Private Training Events: Help us design a customized team-training course that meets the specific needs of your employees. A private event is a targeted, flexible, and cost-effective approach to learning that can take place at your own location or at an Oracle Education Center.



E-Learning and Self-Study CD-ROMs: Oracle University self-paced learning is available anywhere, any time, for all Oracle products and technologies, ranging from highly technical courses to end-user training. Online and CD-ROM classes are an ideal solution that addresses disparate learning styles to maximize each student's learning experience as well as reduce training costs.

Certification

Oracle certifications are tangible, industry-recognized credentials that can help you succeed in your IT career. They can also provide measurable benefits to your employer. An Oracle/Sun certification is a reliable validation of training and experience that can accelerate your professional development, improve your productivity, and enhance your credibility.

User Adoption Services

Oracle University offers comprehensive training services to help executives, managers, and end users make the most of new Oracle technology. With Oracle User Adoption Services, you can experience an easier transition, a quicker return on your technology investment, and a more successful product implementation by working directly with Oracle consultants and trainers in creating a customized training program for your enterprise.

Contact Us

To find out more about Oracle University, visit oracle.com/education/contacts for local contact phone numbers.



Oracle extends a warm welcome to Sun Microsystems and all associated user communities worldwide.

Oracle has a rich history of interaction with independent user groups going back to 1985. Today more than 450 independent groups representing more than 250,000 members worldwide are part of our user community. Oracle user groups are independent communities of Oracle professionals, providing dynamic forums for sharing information and expertise to improve the customer experience. User groups are an important channel for consistent, direct communication from Oracle—ranging from strategic messages to development updates—on our deep breadth of products, services, and solutions.

In turn, our user groups provide us with critical information about customer needs, from business process improvements to technical recommendations. User groups create value for our customers—and are an essential component of our commitment to customer satisfaction.

We look forward to working with the user communities recognized by Sun today. In the meantime, everything works just as it always has. For Java user group resources, go to www.java.sun.com/community/usergroups. For OpenSolaris user group resources, go to www.opensolaris.org/os/community/advocacy/usergroups.

Stay informed—check out oracle.com/sun for answers to any of your questions about the acquisition, or feel free to e-mail mary.dopart@oracle.com with any questions you may have.

Contact Us

To find out more about Oracle user groups, go to oracle.com/technology/community/user_groups



Global Customer Programs

Customer success is at the heart of Oracle's approach to business. Working in concert with the customer account team, support staff, and other contacts, Oracle's customer programs help you succeed with a range of services that helps us understand your opinions, support your goals, and celebrate your successes.

Customer Forums

Oracle provides a variety of customer forums that open the lines of communication between customers and Oracle's executive management and product development teams. Programs such as executive sponsorships; key accounts; a CIO advisory board; and industry, product, and services strategy councils involve participants from Oracle's largest enterprise customers. Midtier programs address a broader audience, such as focus groups and customer advisory boards (CABs). Customer participation in these programs can guide Oracle's decisions about product direction and business practices.

In addition, Oracle has the largest independent community of user groups in the world. No matter the size, industry, product interests, or geography of your company, there is a way for you to learn from other customers with similar challenges and opportunities, and to have a voice in Oracle's future strategy. See the User Groups section in this guide for more-specific information about Oracle user groups.

Customer Feedback

Oracle is one of the most dedicated seekers of customer feedback in the industry—annually collecting more than 150,000 survey responses on a continuous basis from customer executives, end users, and partners. In addition to Web-based customer surveys, Oracle collects information from executive advisory boards, customer councils, focus groups, CABs, user groups, online communities, and third-party analyses.

The more involved customers become in providing feedback, the more they are exposed to product strategy information. These customers have a tremendous influence with Oracle, a stronger relationship, and access to specific information that can be invaluable to their own planning processes.

Customer Care

Oracle's customer care teams review customer feedback—getting to the root causes of customer issues so that programs can be designed to address customer viewpoints. Many times this analysis leads to changes in process, behavior, services, or product strategy. Working closely with the regional customer care teams, Global Customer Programs helps drive our customers' success, satisfaction, and customer loyalty.



Customer References

Oracle celebrates our customers' successes with a variety of marketing and networking opportunities. Whether customers participate in speaking engagements or publish a customer success story, these opportunities are designed to help promote and celebrate customers' business transformation with Oracle.

Customer care is at the heart of our approach to business.

Oracle Global Customer Programs

Customer Feedback

Your responses to customer surveys guide our planning and decision-making.

oracle.com/customers/gcp/customer-feedback.html

Customer Forums

Executive Sponsorship Program, CIO Advisory Board, Industry and Product Strategy Councils, and a global network of more than 450 independent user groups strengthen relationships and represent customer needs to Oracle.

User Groups

oracle.com/technology/community/user_groups

Strategy Councils and Advisory Boards

oracle.com/customers/gcp/product-industry-strategy-councils.html

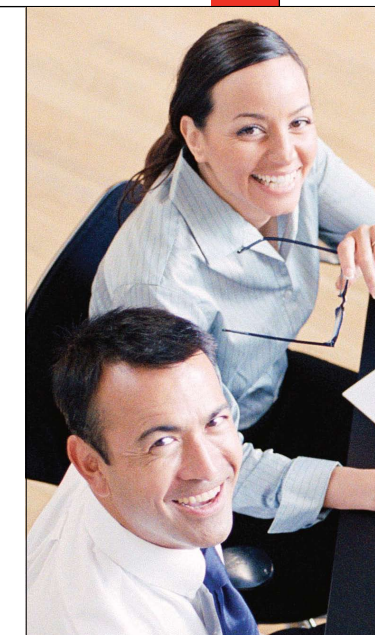
Customer Reference and Application

Oracle offers a variety of channels for telling your success story.

- Advertising
- Analyst relations
- Research
- Broadband
- Oracle conferences and events
- Media relations
- Investor relations
- Oracle.com
- Oracle publications

Contact Us

Find out more at oracle.com/customers/gcp or e-mail us at customer_www@oracle.com



Oracle Consulting Accelerates Business Transformation with Measurable Results

With the addition of the Sun Software Services team to Oracle Consulting, we now offer an even more comprehensive set of solutions to our customers. Sun customers will continue to receive the same world-class services they have received from Sun—now combined with the leading expertise of more than 13,000 Oracle consultants worldwide. This combined team continues to have the same focus: to ensure you receive the most business value from your Sun and Oracle investment.

Oracle Consulting is a critical element of Oracle's solution. We offer a unique focus on Oracle-based application and technology initiatives by combining leading expertise, broad coverage, global scale, and flexible delivery. Oracle Consulting functions as the focal point of customer relationships with Oracle product development, Oracle Support, Oracle University, and other related business and technology partners.

Leading Expertise

Oracle Consulting delivers on Oracle's commitment to help you drive your superior ownership experience. We develop our thought leadership through collaboration with Oracle product strategy—we are the center of knowledge across the Oracle ecosystem through our participation in all major Oracle projects and our regular communication with Oracle product strategy and development.

Oracle's customers realize rapid value and competitive advantage from using Oracle's expanded footprint, made possible by our accelerated integration methodology. We provide value management to continuously work with our customers to target and pursue measurable business benefits. Oracle customers also sustain the broadest business transformation impact through enterprisewide change management and process efficiency reviews. Our leading program management expertise benefits our customers with the lowest proven business risk and the highest customer satisfaction, even with the most complex projects.



Broad Coverage

Oracle Consulting provides a single point of accountability and customer satisfaction across all Oracle solutions. Oracle Consulting helps you unlock the power of your applications, including financial management, human capital management, supply chain management and operations, enterprise asset management, enterprise performance management, and customer relationship management. We can also help you get even better results from your technology investments, such as system performance and architecture, Oracle Fusion Middleware, business process management, identity management, business intelligence, portal, and content management.

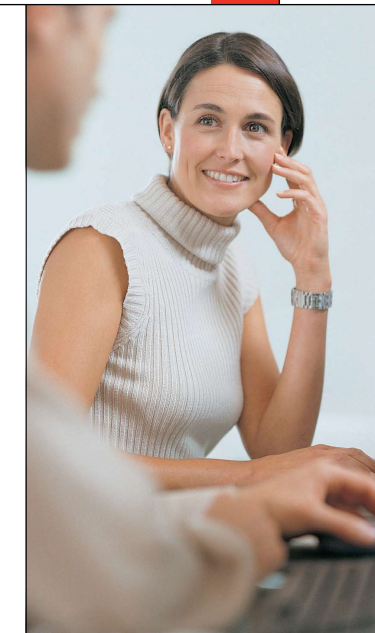
With our deep process expertise across all key industries, we supply business acumen for both Fortune 100 and midsize businesses and agencies. Our high-quality project management and results-focused best practices drive consistent satisfaction from customers already benefiting from end-to-end service delivery capability.

Global Scale

Oracle consultants are the experts others turn to for leadership in Oracle technology solutions. Every day, 13,000 Oracle consulting experts impact more than 20 million end users. At any one time, approximately 2,500 active Oracle projects are being supported by 24/7 follow-the-sun operations and 20 Global Services Delivery Centers. These projects range from small, limited-scope, short time frame partner- and customer-led engagements, to multimillion-dollar, fixed-price, multiyear projects. Our customers benefit from the lowest total cost of ownership, highest accountability, and fastest time to business benefit because of the worldwide Oracle solution expertise they receive from Oracle Consulting.

Flexible Delivery

Oracle's service delivery capabilities offer blended onsite, onshore, nearshore, offshore, and federal government development support to leverage Oracle's full breadth of proven capabilities, infrastructure, and processes. Our "Optimum Shore" approach enables best-in-class global service delivery to lead and complement our customers' critical business initiatives. Our experience with a world-class portfolio of enterprise customers gives us unparalleled industry knowledge to offer "packaged" business process services.



For example, Oracle Consulting delivers Oracle Business Accelerators—powerful, industry-specific configuration tools and methods that deliver rapid business results. Service offerings also include cross-functional solutions, such as Oracle Rapid Starts and Oracle Expert Services, that leverage Oracle's complete applications portfolio and technology stack. Oracle Unified Method—a single, integrated-method framework to support the entire Oracle ecosystem—enables us to deliver high-quality results across complex projects. Whether we are leading large initiatives or seamlessly complementing our systems integration partners, Oracle's customer-centric delivery accelerates our customers' time to value.

End-to-End Lifecycle Services Capabilities

Oracle Consulting delivers continuous value across the full solution lifecycle. We can help companies plan and establish the business case and road map for application and technology initiatives. We accelerate business transformation as we help align and measure your business enterprises against your critical planned objectives. Then Oracle Consulting can help to continuously optimize and unlock value from your application and technology investments. These capabilities are delivered through our integrated consulting service lines: Business Consulting Services, Organizational Change Management Services, Enterprise Architecture Services, Solution Services, Expert Services, and Managed Services. Oracle Consulting's services are delivered with the highest quality of program management methods and best-in-class thought leadership.

Oracle Consulting Advantage

Oracle Consulting delivers a trusted lifetime partnership, end-to-end lifecycle services capabilities coverage, and a collaborative and innovative approach to working with our customers and partners. We help companies realize long-term, sustainable, and measurable business benefits from their Oracle investment by providing leading expertise, global scalability, flexible delivery, and broad knowledge.

Contact Us

To learn more, call
+1.800.633.0615
to speak to an
Oracle Consulting
representative or visit
oracle.com/consulting

Outside North America,
visit [oracle.com/
corporate/contact](http://oracle.com/corporate/contact)
to find the phone
number for your
local Oracle office.



Contact Oracle

We are happy to answer any questions you may have about how the combination of Oracle and Sun Microsystems will affect you.

U.S. and Canada:
+1.800.633.0925
Outside U.S. and Canada:
+1.650.633.4490

The strength, breadth, and competency of our partner ecosystem play an integral role in Oracle's ability to solve our customers' business challenges. Partners are critical to Oracle's strategy and to delivering the highest levels of value and customer satisfaction.

Prior to the acquisition of Sun, Oracle's partner community numbered more than 21,000 partners. Now, we are eager to leverage the combined strength of the Oracle and Sun partner ecosystems to create a leading partner community to drive industry-leading products, services, and open enterprise systems.

Partner Commitment

The foundation for partners' success with Oracle is Oracle PartnerNetwork (OPN), which offers partners a robust, global business program and framework, a management portal, a network of partner business centers, and a foundation for engaging with all of Oracle's lines of business.

Oracle PartnerNetwork (OPN) Specialized is the latest version of Oracle's partner program that provides partners with tools to better develop, sell, and implement Oracle solutions. OPN Specialized offers resources to train and support specialized knowledge of Oracle products and solutions and has evolved to recognize Oracle's growing product portfolio, partner base, and business opportunity. Key to the latest enhancements to OPN is the ability for partners to differentiate through certified Specializations. Specializations are achieved through competency development, business results, expertise, and proven success. Specialized partners are preferred by Oracle and recognized by customers. To find out more visit oracle.com/partners.

As a customer, you can be confident that partners working with Oracle through OPN will deliver the highest-quality solutions and the greatest return on your investment.

OPN continues to grow as a robust network of partners that offers more value-added services to customers.

Partnering with Oracle

The OPN portal, at oracle.com/partners, is the best source of information about how to partner with Oracle.

To contact an OPN representative directly, visit partner.oracle.com/jsp/prn/prnLocation.jsp

Learning More About Oracle Partners

Visit oracle.com/partnerships

Locating or Contacting a Partner

Visit the Oracle PartnerNetwork Solutions Catalog at solutions.oracle.com

This online catalog provides instant access to Oracle partner solutions and services anywhere in the world, 24/7. Whether you are a midsize business or a large international enterprise, you can instantly identify and contact partners with specializations that meet your company's needs.

With our joined strengths, we look forward to accelerating innovation and creating value like no one else.

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Oracle is committed to developing practices and products that help protect the environment

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