

## Overview

For more than a decade, Spinnaker Support has been a trusted provider of third-party support, managed services, and consulting for Oracle products. This includes the complicated and diverse set of products assembled under the Fusion Middleware family.

Spinnaker Support has served hundreds of organizations that run Oracle systems. Our managed services augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management.

We offer four distinct packages of managed services that proactively cover your ongoing Fusion Middleware needs, from system monitoring to performance tuning to development support to managed cloud services. You are never without assistance - our teams of Oracle engineers are global, operate 24/7, and can address virtually anything with Fusion Middleware and your associated technology stack.

### TODAY'S CHALLENGING ENVIRONMENT

To keep their middleware and applications operating at peak performance, enterprises are seeking better and more cost-effective external services and resources. They want services like around-the-clock performance monitoring, improved technical and application management, and even managed cloud services – all while building a bridge between legacy and future technologies.

Now imagine that service, support, and advice is available when you need it and how you need it, from a single vendor at a reasonable price. Imagine gaining the staffing and Oracle expertise you want without getting locked into expensive, ever-expanding projects. **That's Spinnaker Support.**

### SPINNAKER SUPPORT'S MANAGED SERVICES FOR FUSION MIDDLEWARE

Spinnaker Support's managed services skill sets encompass virtually every Fusion Middleware product and the entire surrounding technology environment. These services include infrastructure operations and management, application management, and application development.

We have built and retained a large, knowledgeable team of Oracle experts to address virtually anything in Middleware. Our resources are located in each of our international operations centers, where they support 14 languages for customers in 104 countries around the globe.



**COMPREHENSIVE SERVICES**  
ITIL-centric services, customized for your applications and operations



**DELIVERED AS NEEDED**  
Responsive services provided 24/7/365, remotely or on-site



**GLOBAL ENGINEERING TEAM**  
Level 2 and 3, with average 16+ years' experience



**ESCALATION, WHEN REQUIRED**  
Ability to bring in expert Level 4 staff if required



**'LIFETIME' SUPPORT FOR MIDDLEWARE**  
Optimizing database performance and uptime for as long as you need



**ADDITIONAL ASSISTANCE AVAILABLE**  
Third-party software support or consulting options if required

#### SUPPORTED FUSION MIDDLEWARE CATEGORIES

- Integration Products
- Application Server Products
- Application Integration Architecture
- WebCenter Products
- Identity Management Products
- Business Intelligence Products
- Developer Tools

#### OTHER SUPPORTED PRODUCTS

- Oracle E-Business Suite
- Oracle Database
- JD Edwards
- Siebel CRM
- Oracle Retail (Retek)
- Oracle Hyperion
- PeopleSoft
- Agile PLM
- ATG Web Commerce
- Demantra

“ Spinnaker Support engineers go above and beyond to resolve issues in a timely manner and helped us implement significant processes efficiencies. The additional value of the advisory services has saved us time and afforded us substantial cost savings on consulting and implementation fees. ”

— Deborah Jones, Oracle Applications Manager



## SPINNAKER SUPPORT MANAGED SERVICES PACKAGES

Spinnaker Support offers four mix-and-match packages that represent specific sets of managed services. Customers can select one or more of these to suit their operational needs. The On-Demand package is an a la carte approach to support additional application, environment, and staffing needs.

PACKAGE	NEED	SERVICES
<b>Monitor &amp; Advise</b> 	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	<ul style="list-style-type: none"> <li>• 24/7 Application Monitoring</li> <li>• WebLogic &amp; Managed Server Administration</li> <li>• Process Manager Component Administration</li> <li>• Troubleshooting Performance Issues</li> </ul>
<b>Monitor &amp; Operate</b> 	You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.	<ul style="list-style-type: none"> <li>• All Features of Monitor &amp; Advise Package</li> <li>• Middleware Patching</li> <li>• Composite Deployment</li> <li>• Managing Data Sources</li> <li>• Code Deployment</li> <li>• Proactive Support</li> </ul>
<b>On-Demand</b> 	You want assistance beyond what is covered in other packages. This flexible, a la carte approach to managed services supports additional application, environment, and staffing needs.	<ul style="list-style-type: none"> <li>• Major Upgrade to Middleware Infrastructure</li> <li>• Performance Tuning</li> <li>• Server Migration</li> <li>• Integration with Third-Party Products</li> <li>• Custom Development / Extension</li> <li>• Install / Configure New Middleware Instances</li> <li>• High Availability Setup</li> <li>• And more...</li> </ul>
<b>Managed XaaS</b> 	You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software as a Service (SaaS).	<ul style="list-style-type: none"> <li>• SaaS Managed Services</li> <li>• IaaS Managed Services</li> </ul>

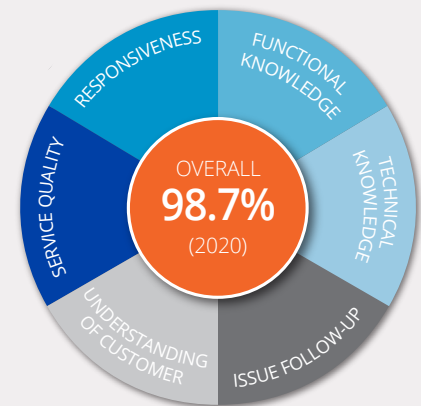
## SPINNAKER SUPPORT CONSULTING SERVICES

When the need arises for external assistance on high-impact and time-intensive projects, Spinnaker Support can help. In addition to our third-party support and managed services, we provide project-based consulting services, including:

- Assessments
- Software Implementations
- Upgrades & Adapting to New Business Needs
- Transitioning to the cloud and new operating environments

## HIGHEST RATED CUSTOMER SATISFACTION

In our 2020 annual customer survey, we reported a record 98.7% overall satisfaction, which we believe is the highest in our industry.



## ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for Oracle and SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

