

## Cisco and Oracle Support

With numerous joint customers across all major market segments, Cisco and Oracle frequently are asked how the companies work together on problem resolution. A number of support options are available, from basic services to customized offerings that can be tailored to meet specific needs. This guide describes the Cisco and Oracle partnership, support offerings, and guidelines for engaging the support processes. Although the information described in this document generally applies worldwide, organizations should contact a local Cisco or Oracle representative to understand the support structure available in each country.

### The Cisco and Oracle Partnership

Cisco and Oracle have a unique and strong relationship. For years, the companies have used each other's products to support their businesses. For example, Cisco runs one of the world's largest instances of Oracle E-Business Suite on Oracle Database, on the Cisco Unified Computing System™ (Cisco UCS™). The insight gained from running products firsthand results in solutions and services with a better design. Today, Oracle and Cisco work together to deliver data center and collaboration solutions and support emerging trends such as big data.

The presence and leadership of Cisco and Oracle in the solutions marketplace helps ensure continued collaboration. Dedicated Cisco and Oracle engineering teams use a proactive engagement process that facilitates joint product development. A great deal of effort is put into Cisco® Validated Designs to help ensure that Oracle applications can be deployed on Cisco platforms quickly and with low risk. In addition, comprehensive services for onsite installation, tuning, migration, and joint support are available throughout the world.

Cisco and Oracle exhaustively test and certify products prior to their release to customers. From time to time, customers do uncover defects. When problems arise, Cisco's global network of support centers provides access to product experts, who deliver responsive service to customers. Cisco personnel, including hardware and network management experts, technology managers, and solutions specialists, work with Oracle at several worldwide locations. Collaborating with the Cisco Services and Cisco Sales teams, Oracle and Cisco teams perform benchmarking, identify best practices, develop technical white papers and solution collateral, and offer platform and software certifications. In fact, Cisco was the first company to certify Oracle Real Application Clusters (RAC) on a unified fabric.

By working together on customer problems, Cisco and Oracle product, partner, and support teams can reduce infrastructure and application downtime. For nearly 20 years, this strategic partnership has enabled more than 125,000 joint customers across all industries—from single-office companies to global enterprises—to take advantage of complete solutions that address the toughest business challenges. These flexible and innovative solutions are the reason why so many companies depend on Cisco and Oracle to meet business needs today and handle the evolving requirements of tomorrow.

### Cisco and Oracle Joint Support: Managing Escalation

As technology evolves, new capabilities continue to be added to servers, operating systems, middleware, and applications. When the inevitable happens and problems arise in the infrastructure, this complexity can make it difficult to determine which vendor to contact.

For environments using Oracle products and services in conjunction with Cisco products and services, knowing how to open and manage support requests (SRs) can streamline resolution. If a problem appears to be related to an Oracle product, open a support request with Oracle Support. If a problem seems to be related to a Cisco product, open a case with Cisco Support. Entitlement to services and support is verified by the respective support organization when you open a support request.

- **Oracle Support:** Oracle Support can be reached by phone at 1-800-223-1711 or through the My Oracle Support Web site located at <https://support.oracle.com/>. A user ID and password are required to access this site. The following My Oracle Support documents provide additional information: Working Effectively with Oracle Support Services (Doc ID: 166650.1), and Escalating Service Requests with Oracle Support Services (Doc ID: 199389.1).
- **Cisco Support:** Cisco Support can be reached by phone at 1-800-553-2447 or 1-408-526-7209 in the United States and Canada. Other local and toll-free numbers are listed on the Cisco Support and Downloads page at <http://www.cisco.com/cisco/web/support>. Follow the instructions at the support site to open a support request.

After a support request is opened, the contacted company works to resolve the problem found in its product. If the company determines or believes that the problem is rooted in, or directly involves, a product from the other company, the initial support team can help get a case opened with the other company's support team.

If the progression of problem resolution is unsatisfactory, you can escalate the support request within the company in which the case is open. The escalation process is in place to help ensure that open trouble tickets are handled in an appropriate way. If questions arise as to which vendor should handle a specific problem, duty managers at Oracle and Cisco can initiate collaboration to create an action plan for resolution.

### Technical Support Alliance Network

Typically, Oracle and Cisco support teams handle customer issues separately, because problems tend to reside in a specific product. In some situations, problem determination requires both companies to work together to identify and resolve an issue.

Cisco and Oracle support teams use the Technical Support Alliance Network (TSANet), an organization that facilitates global collaboration between member support teams to address mutual customer problems. As of December 2011, nearly 250 organizations are TSANet members, including major IT companies such as Cisco and Oracle. Through TSANet, each support team gains information about how to use well-established processes to access a different company's support infrastructure.

Whether a case is opened with Cisco or Oracle, the company determines whether collaboration is needed and works with the customer to get appropriate cases opened. If a customer believes that Oracle and Cisco should work together on an issue, and if collaboration is not initiated by Cisco or Oracle, the customer can open support requests with both companies and ask for collaboration, or the customer can ask the first company contacted to assist in opening a case with the other company. After both cases are opened and flagged for TSANet collaboration, the Cisco and Oracle support teams have access to the contact information they need to work together on a resolution.

TSANet is not a source for customer escalation of problems with Oracle or Cisco products. Customers should use normal escalation procedures with Cisco or Oracle. TSANet membership gives Oracle and Cisco a standard agreement and access to information needed to help ensure that problems being addressed have a documented process for cooperation in the resolution of joint issues.

### Joint Conference Calls

Joint conference calls can be an effective method for problem isolation and resolution. When appropriate, representatives from the customer team, Cisco, and Oracle can join in a three-party call or web conference. These calls can be very productive, because all parties can add their ideas and knowledge in an open discussion to accelerate problem resolution. All three parties can agree on follow-up action items, ownership of tasks and timelines, and steps to take in problem resolution.

### Rely on Cisco and Oracle

Cisco and Oracle are committed to achieving the highest level of customer satisfaction in the industry. Quality-focused programs are designed to provide support and services that enhance and get the best use of Cisco and Oracle products. Together, Cisco and Oracle can help identify solutions to unique challenges and enable business success.

### For More Information

For more information about Cisco and Oracle, visit [www.cisco.com/go/oracle](http://www.cisco.com/go/oracle).