



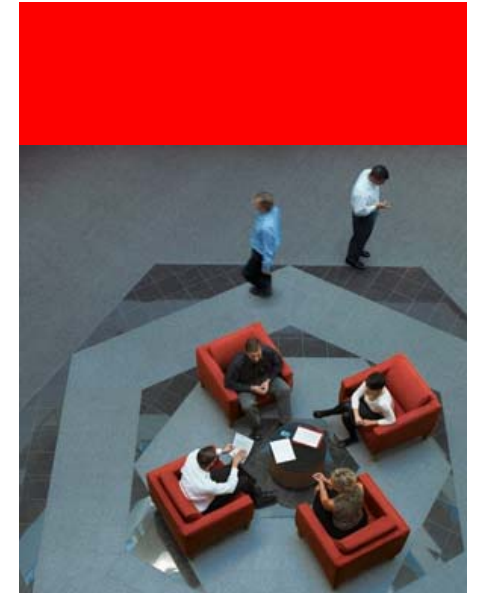
**ORACLE®**

**My Oracle Support and MetaLink 3:**  
Presentation to PSFT and JDE SIG Leaders  
October 14, 2008



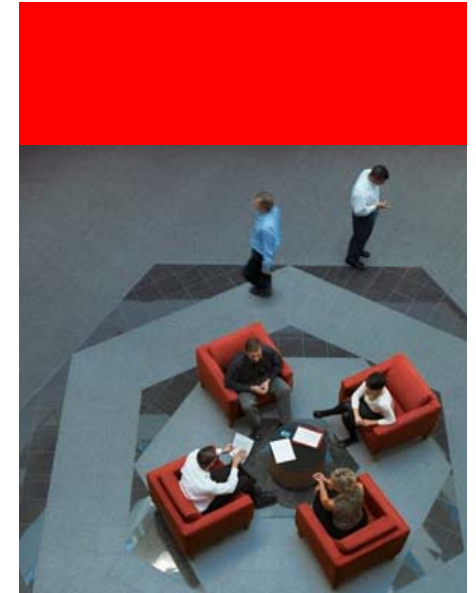
# Agenda

1. Why it is Changing
2. What is Changing
3. Timeline
4. Call to Action



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# Transforming the User Experience

## Support Maturity Model Simplifying Complexity

### Reactive

- System goes down
- You call Support
- You wait for Support to call back
- Support calls you back
- You download and install a patch
- System is eventually recovered



### Proactive

- Support notifies you of the latest patches
- You figure out which patches apply to your system
- You download the new patches
- You install the new patches
- System outage is averted some of the time



### Predictive

- Specific software defect is identified
- You are automatically notified of the potential problem & impact
- You're offered a remedy
- You implement the recommended remedy
- System outage is averted most of the time

*Which support model would you rather have?*

# Introducing: My Oracle Support

**ORACLE**  
**METALINK**

Webstar Service Excellence Award – '03-07

+

**ORACLE**  
**SOFTWARE CONFIGURATION MANAGER**

SSPA Best Embedded Product Support 2008

**ORACLE**  
**MY ORACLE SUPPORT**

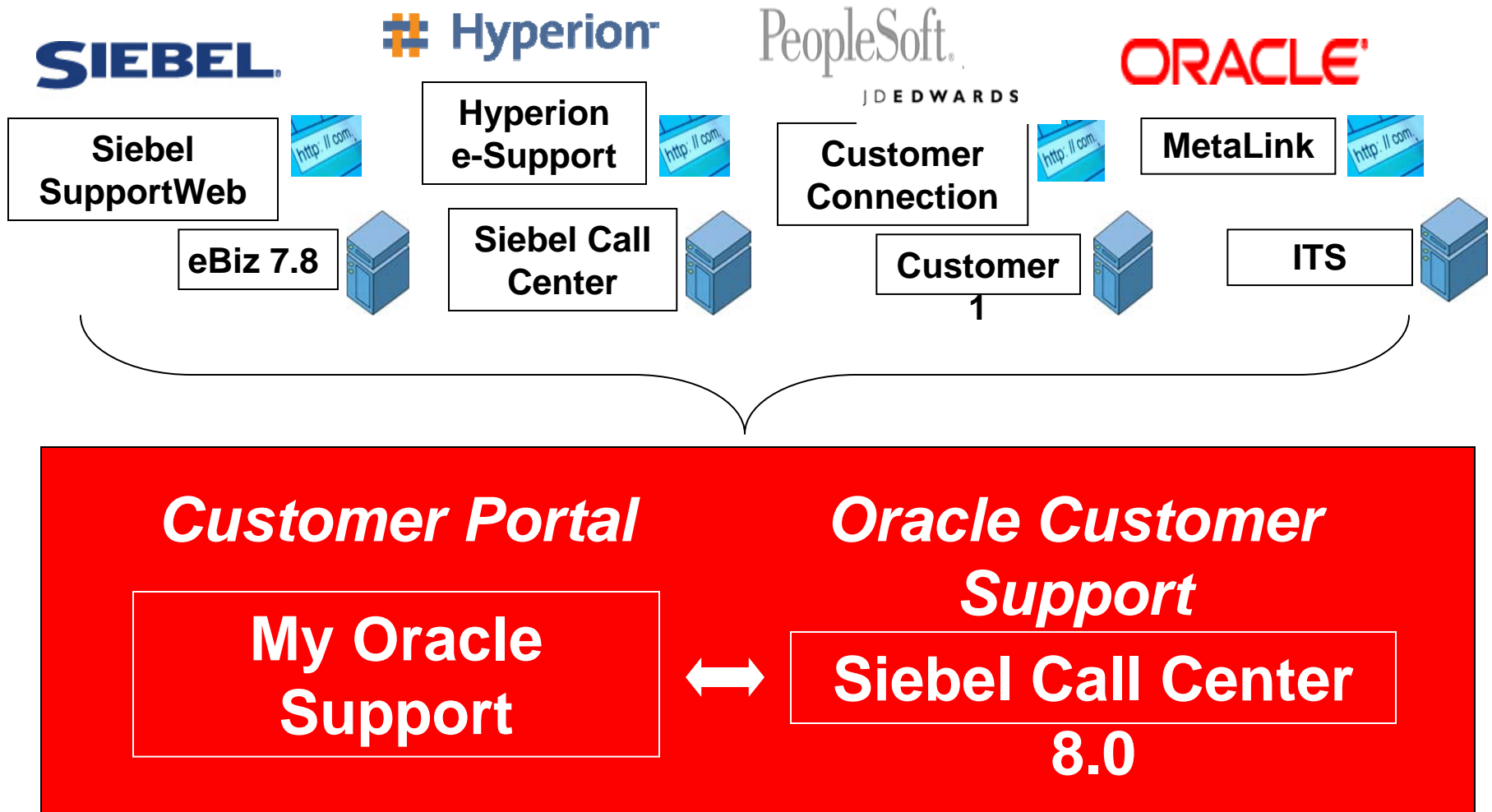
## Next Generation Support

- Embedded Configuration Management
- Extensive Knowledge Base & Communities
- Personalized & Proactive Service

## Outcome: Customer Success

- 25% problems avoided
- 40% faster problem resolution
- 30% faster service request creation
- 97% of problems resolved quicker with targeted knowledge

# Simplified Support





# Faster Problem Resolution

- ❑ Quick access to the information you need with our new personalized dashboard
- ❑ Robust knowledgebase and powerful self-service tools
- ❑ Enhanced Service Request (SR) management



# Extended Preventative, Automated Support Capabilities

- ❑ A simpler, faster, easier way to maintain your Oracle systems
- ❑ Simplified configuration management solutions such as Software Configuration Manager
- ❑ Automated HealthChecks and Product Alerts

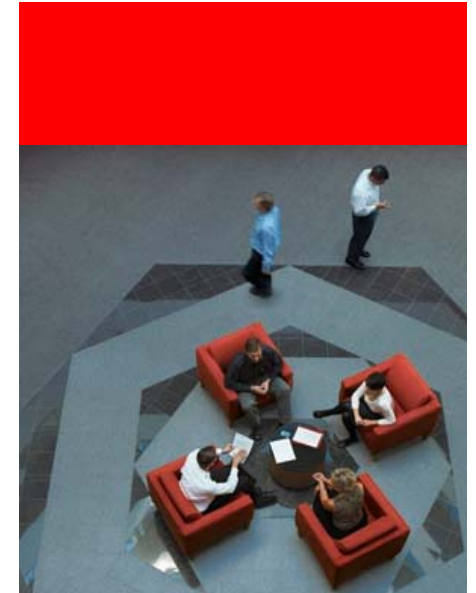


# Increased Personalization

- ❑ **Powerful information management with increased personalization and knowledge integration via the Oracle *My Oracle Support* new user interface**
- ❑ **Personalize your homepage content for easier access to self-service tools and configuration data**
- ❑ **Quickly access your Service Request history with MySRs**
- ❑ **Pro-Active Email with Headlines Information capability**

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# Phased Roll-out





# My Oracle Support

❑ **From 5 sites to 2 sites**

❑ **From 5 URLs to 2 URLs**

- Metalink.oracle.com (Legacy Oracle)
- Metalink3.oracle.com (Siebel, Hyperion, PeopleSoft, JDEdwards)

❑ **One Name – My Oracle Support**

- Portal still referred to as Metalink 3 until we get them all combined

❑ **Next Phase – One Site For All Of Your Support Needs**



# For Current Oracle Metalink Users - Simple

- ❑ **No Impact Option**
  - Link back to Classic MetaLink at any time
  
- ❑ **Enhanced My Oracle Support**
  
- ❑ **Extended preventative, automated support capabilities**
  
- ❑ **Increased personalization**



# PeopleSoft / JDE Legacy Systems and Tools

- ❑ **Customer Connection will be retired**
  - No access for customers
- ❑ **Email aliases for customer support will be discontinued**
- ❑ **Customer Support telephone numbers will remain unaltered**
  - Phone menu will change to the standard Oracle Support menu
- ❑ **PeopleTools will remain unaltered**
  - Change Assistant and Support Assistant will continue to be supported
  - But Authentication will be via new My Oracle Support login/password

# What Are Some of the **Terminology Changes?**

My Oracle Support term	PeopleSoft / JD Edwards term
Service Request (SR)	Case
Bug, Defect	Incident, Change, Enhancement (ICE) Software Action Request (SAR)
Activity	Note
Collaboration	Incident Action Request (IAR)
Support Identifier	Customer ID Site Identification Number (SIN)
Customer User Administrator (CUA)	Web Admin

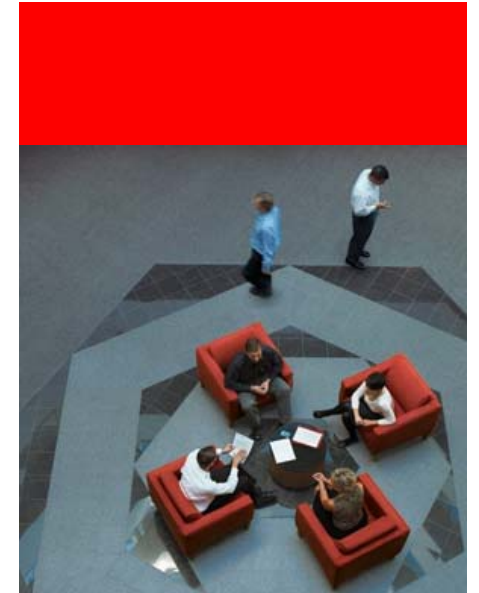


# Migrating Key Information

- ❑ Customer ID / Site Identification Number (SIN) will be replaced by Support Identifier
- ❑ Knowledge management documents (solutions) will be migrated
- ❑ E-mail aliases for customer support will be discontinued
- ❑ Customer Support telephone numbers will remain unaltered
- ❑ Two years of Case history will be migrated
- ❑ Cases will be assigned new Service Request (SR) numbers
- ❑ Ability to search for SR's by previous Case number
- ❑ All ICE and SAR requests will be migrated
- ❑ PeopleTools will remain unaltered
  - Change Assistant and Support Assistant will continue to be supported
  - But Authentication will be via new My Oracle Support login/password

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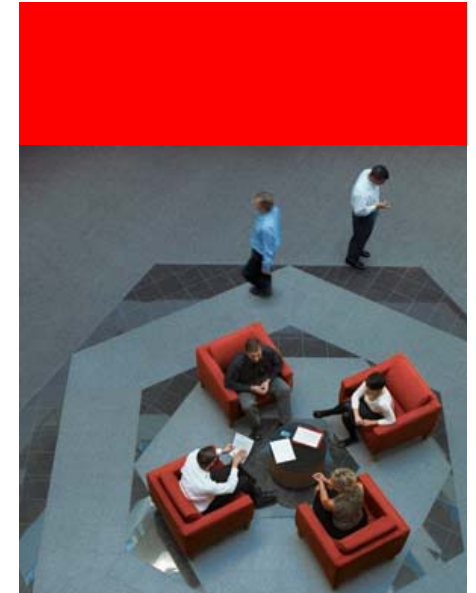
# How will Oracle **Communicate With Customers?**

- ❑ Customers will be receiving a series of communications including awareness and support identifier information prior to cutover
- ❑ An information page and FAQ for customers is available on the legacy customer support portal
  - [Customer Connection Transition Information Website](#)
- ❑ Two weeks prior to cutover, training will be available to migrating customers
- ❑ Recorded training will remain available post-deployment via Oracle University



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# Customer Call To Action



- ❑ **Verify your Customer Connection profile information**
- ❑ **Visit the Customer Connection Transition Information site**
  - Transition information
  - Frequently asked questions
  - Terminology
  - Training courses
  - Customer feedback e-mail
- ❑ **Look out for Support Identifier awareness e-mails**
- ❑ **Pre-register for Metalink 3**
- ❑ **Attend training**
- ❑ **Tell others!**



# Customer Pre-Registration (Call To Action)

- ❑ Pre-registration period planned for 30 days prior
- ❑ **During pre-registration, customers can**
  - Set up their SSO login/password
  - Associate CSIs to their user account
  - Set up Knowledge User Templates (KUTs)
  - Set up User Profiles
  - Grant access to other users (admins only)
  - Look around the existing My Oracle Support application
- ❑ **But they cannot**
  - Log service requests for PeopleSoft or JDE products
  - Perform Knowledge Management (KM) searches on PeopleSoft or JDE products
  - See any historic service request data
- ❑ **Pre-Registration is not mandatory, but it is Recommended**

# Customer Support Education



## ❑ Customer Connection Transition Information Page

- Overview, timeline, deployment logistics
- FAQ, Terminology
- Training schedule, Recorded training

## ❑ Customer Connection frequently visited sites

- Home page News, Breaking News, JD Edwards and World Update Center, JD Edwards EnterpriseOne Resource Center, JD Edwards World Resource Center, Create a case
- Include link to transition information page

## ❑ Customers can request training by sending an email to [support-training\\_ww@oracle.com](mailto:support-training_ww@oracle.com)

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