



Oracle E-Business Suite and Oracle Database

INTRODUCTION

Archiving of software is a critical aspect of making the transition from Oracle-provided support to third-party support. Spinnaker Support's ISO 9001:2015-certified archiving approach enables the new client's ability to retain, access, implement, and use the software that they are legally entitled to as defined in Oracle contracts.

Archiving is the download and storage of relevant software and data. This information is captured for future use after a client has ended their Oracle maintenance contract and includes pertinent software upgrades and patches specific to the client's unique footprint of Oracle applications. Archiving provides the assurance that Oracle users can upgrade or apply any necessary data if the need arises in the future. Spinnaker Support clients are fully supported on their current Oracle release until they're ready to upgrade or migrate; no forced timelines, which allows you to re-take control of your IT roadmap.

After a client has decided to make the switch to Spinnaker Support, but before their Oracle maintenance contract ends, Spinnaker Support Oracle engineers host an archiving kickoff meeting with the client to jointly decide what will be archived. Kickoff meeting topics also include which Oracle products will be supported, connectivity requirements, an outline of virtual machines, etc. Then, unlike other third-party support providers, Spinnaker Support executes the archive – saving the customer money, time, and risk.

WHERE ARCHIVING FITS

When considering third-party support, clients initially focus on the substantial cost savings, but what they end up getting is hyper-responsive service, more value out of access to advanced problem-solving talent, full support of their customized code, technical advisory services, and a full set of software updates archived for future use.

After many successful and safe archives, Spinnaker Support understands what Oracle users are legally entitled to download. While archived information is not always leveraged, clients like knowing they have it in case they'll need it. It's part of getting the most out of the investment they've made in their enterprise software. Archiving is not a separate cost to our customers – unless they do it themselves. We save our customers hundreds of hours in processing time and ensure that the software is packaged securely in a searchable data structure that is easy to navigate.

FREQUENTLY ASKED QUESTIONS REGARDING ORACLE EBS & DATABASE ARCHIVING

QUESTION	SPINNAKER SUPPORT'S ANSWER	CONSIDERATIONS
Is your archiving process ISO:9001-certified?	Yes. As a matter of fact, our end-to-end third-party support model is certified, including processes for lead generation, sales, archiving & onboarding, issue ticketing and response, service delivery, and customer satisfaction measurement and follow-up.	
How long does it typically take to archive?	3-4 weeks	Duration will be dependent on number of Oracle products, versions and platforms being archived.
How much storage is typically required for archiving purposes?	Our customers' storage requirements have ranged from 3.5 to 12 terabytes. Our stringent due diligence process enables a highly accurate estimate of your unique requirements. We consider counts of modules, versions, and platforms/operating systems.	Beware of the third-party vendor who estimates high storage requirements. High requirements can flag an archiving process involving mass download of information, some of which you are not entitled to. Also, ask if the third-party is compressing files in order to save you money.
Do you have references that I can speak with regarding the archiving process?	Since inception in 2008, Spinnaker Support has performed archiving services for hundreds of customers, including dozens for Oracle EBS and DB. Our over 1000 customers are located in 104 countries, range from small to very large, and span virtually every industry segment. References are available on demand.	
Do you have a designated archiving team? Where are resources located?	Yes. The team consists of separate groups for archiving E-Business Suite and Database, JD Edwards, and Siebel. These groups consist of the right mix of skillsets and experience level. They are primarily located in our regional operations centers across the globe. Every archiving project is directed specifically by the customers' dedicated account support lead to ensure a surgical strike of entitled information.	Beware of the third-party support vendor who utilizes offshore, junior resources to archive your data. Someone intimately familiar with your environment should be directing their efforts to keep you legally compliant.
What tool(s) do you use to search my archive data?	We generally utilize WinRAR, an off-the-shelf, feature-rich archiving management solution, but will work with a customer as needed to place another preferred solution on the archive.	
Do you conduct timely archiving meetings?	Of course. We team with the customer to confirm/identify: <ul style="list-style-type: none"> • Supported technology products, product versions, and operating systems. • Pertinent white papers, articles, personal bookmarks to archive. • Connectivity requirements, VPN access, login, and permissions procedure. • Outline virtual machines. • etc. During the archive project we conduct regular status meetings to update the client on progress and discuss the archiving activities.	

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

