



ORACLE

Support Update

The highlights in 20 minutes

Hans Wiggerman

VP Premier Sales Benelux

Lifetime Support for JDE, Support 19c extended and other 'must knows'

1. JD Edwards EnterpriseOne 9.2: Premier Support has been extended through at least December 2036, ensuring long-term support and continuous innovation for users.
2. Continuous Innovation Model:
 - Oracle continues to deliver new functionalities as updates to existing releases, eliminating the need for major upgrades and allowing customers to adopt enhancements at their own pace.
3. Extended Support for Oracle Database 19c:
 - Premier Support for Oracle Database 19c has been extended to December 31, 2029, with Extended Support available until December 31, 2032, providing customers with a stable and supported database platform for an extended period.
4. Oracle AI Database 26 replacing 23ai, Conversed including JSON, Graph and Vector AI Search (+ Oracle AI Agent Studio , GoldenGate multicloud, ++)
5. Oracle has appointed Clay Magouyrk and Mike Sicilia as new co-Chief Executive Officers, replacing Safra Catz



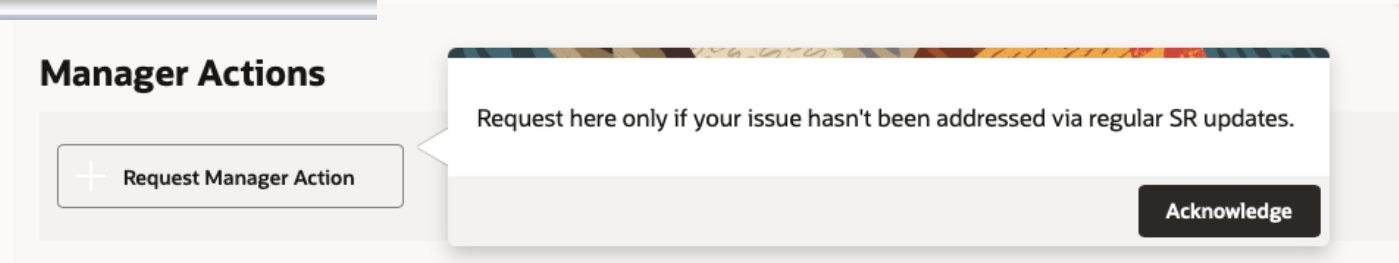
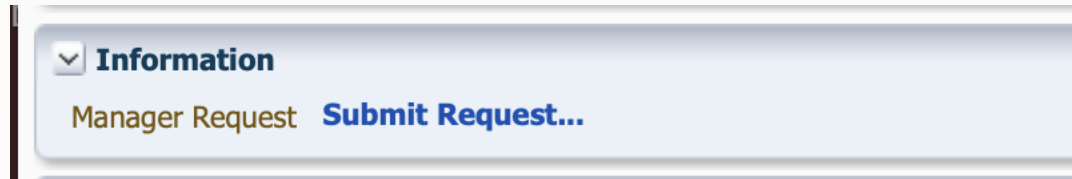
MOS (released Nov08) will be replaced by MOS Fusion Services (Redwood)

1. Our Cloud Customers moved to MOS FS in August 2024 Work is ongoing to make MOS FS available for on-prem customers
2. MOS FS is a unified platform for all customers and all support products. Cut-Over expected in December 2025
3. We have transformed our customer experience with the AI-first approach introducing the Oracle AI Support Assistant (Aug-25).



Management Attention in MOS (escalation)

1. Before the mantra was 'For Attention Call Support'
2. Now a button in MOS and MOS FS
3. Ensure to use the right wording in the business-case
 - Be very concrete in your wording



Changes in Severity levels from numbers to the actual situation

1. Levels based on the situation
 - Critical Outage Examples (Doc ID 2849481.1) 24x7 Sev1
 - Significant Impairment Sev2
 - Technical Issue Sev 3
 - General Guidance Sev 4

2. Relevant to use the correct urgency
 - 'Explain' your situation in the business case



Conclusion and call to action

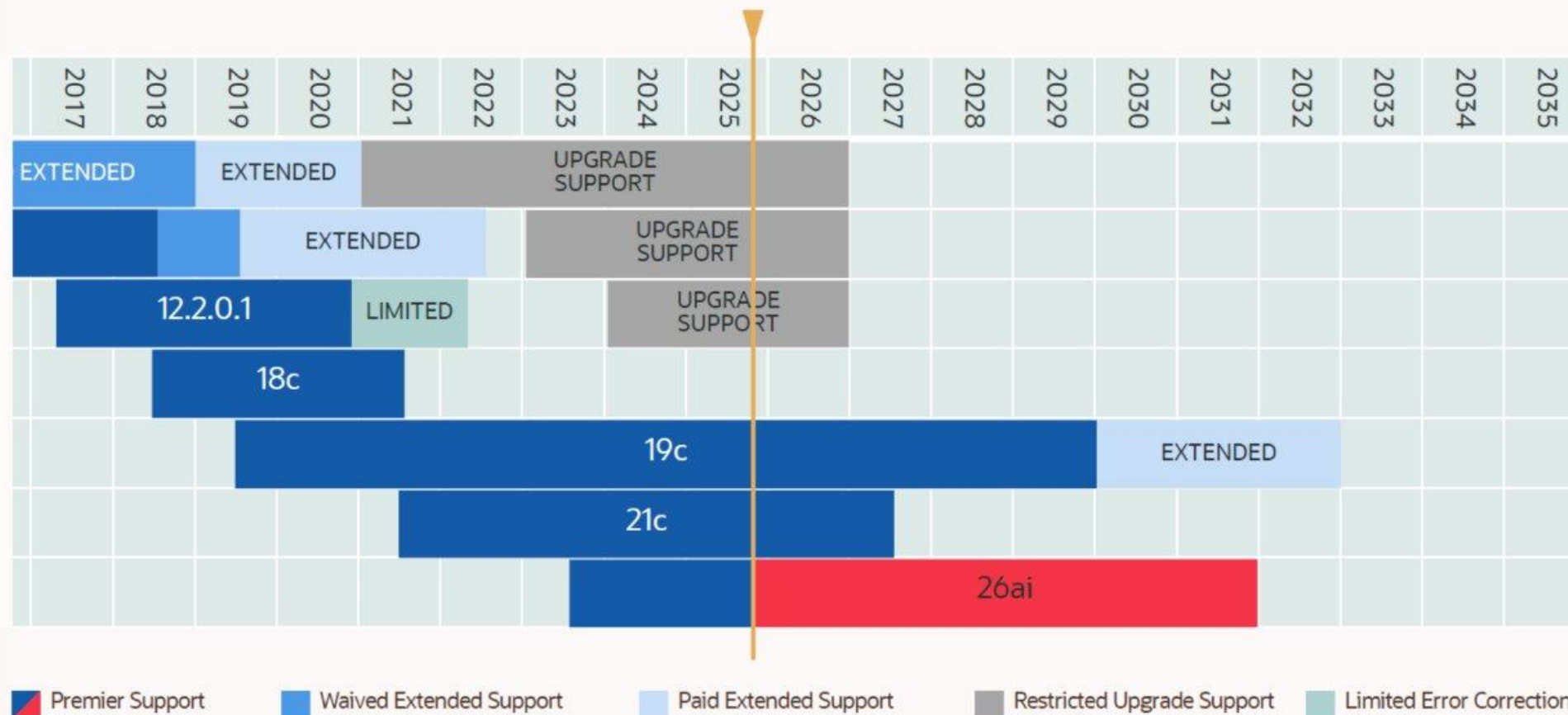
1. Oracle continues to innovate products and services while we protecting your investments.
 - Continue to plan your lifecycle strategy and adopt innovations released
2. Oracle's developments in (Multi) Cloud and AI are the key. Our conversed database and embedded AI in the Oracle AI Database will help companies to use LLMs for their corporate data enabling Agentic AI to further optimize efficiency and innovation power.
 - Invest in time, education and create POCs to see how AI can help your business with new insights and innovations using your own corporate data.
3. After many years MOS will see its successor. MOS FS is based on latest Cx and with AI on board to speedup and improve the service
 - CUA communication was send November 6th. Get involved!. First milestone for the CUAs is 20th of Nov



ORACLE


Release Schedule of Current Database Releases - 742060.1 (After Oracle AI World 2025)

Lifetime Support Policy



Oracle Support Services

Escalation Quick Reference Guide



What is the Issue Type

Issue Type details and more are described in the Technical Support Policy for your products.

- Set the Issue Type appropriately to represent the urgency of your issues
- Default value is Technical Issue.

Impact	Notes
Critical Outage	A critical Production System or critical Business Function is unavailable or unstable . Examples of critical outages can be found in My Oracle Support (MOS) Doc. ID 2849481. <small>Note: You will be required to work 24 x 7 on these issues. Issues will be automatically downgraded if there is a lack of response.</small>
Significant Impairment	A critical System or Business Function is experiencing severe loss of service . Operations can continue in a restricted manner. <small>Note: Issues will be worked during regular business hours (based on the Time-zone of the Customer Contact).</small>
Technical Issue	Functionality, errors, or performance issue impacting some operations .
General Guidance	Product or service usage, setup or documentation clarification .

Requesting Support Management Attention Directly via MOS

Ensure your SR Problem Description is well defined, and the Issue Type is set appropriately.
Providing a clear timeline, supporting logs and detailed business impact statement will greatly assist those working on your issue.
The template shown on the right of this sheet may help ->

The "Contact a Manager" button in My Oracle Support (MOS) is a feature that allows users request urgent attention to an SR. Once you submit your request, a Support manager will review your comments and respond accordingly.

Log in to My Oracle Support (<https://support.oracle.com>).
Open the specific Service Request (SR) which requires attention.
On the SR page, look for the "Contact a Manager" button or link (usually located near the top, above the SR details). Complete the popup form.

Be very clear on what you need to happen next and why ?

e.g. Please set the escalated flag as the given workaround is cumbersome
Please increase the severity of the issue as performance degradation is now directly impacting our ability to service customer requests.
Please ensure my issue is being worked in EMEA timezone to better align with our working hours.
Please callback urgently to discuss the technical direction of this SR, I do not believe the Engineer fully understands the issue.

***** Template *****

Reason including business impact of the problem that requires attention.

- 1. Production / Standby / Other:** (Please state e.g. Test)
- 2. Ongoing Outage:** Yes/No
If 'Yes' please state time system unavailable?
If 'No' - Is System working normally following outage?
- 3. Environment:**
- 4. Country:**
- 5. Business Impact / Implementation Milestone / Critical Dates:** Customer Impact - (S/E/K Value; number of internal users and customer affected; Missed SLA; Project Milestone; Regulatory breach etc.)
- 6. Problem Description:**
(Please include any recent changes to the environment, patches applied, Error messages, relevant observations, where applicable the Date / Time of event (e.g. reboot). Include details of any recent changes, increases in volume of transactions, newly introduced configuration, set up changes, system or environment changes, recurrence of existing issue (if so provide previous SR references and confirm whether any given corrective action was completed).
- 7. Contact Details:** Name, telephone, email address

Add the template to your SR and ensure all details are provided.

Speak directly with the SR support engineer:

Call your Support Hotline
Netherlands: +31 (0)30 66 99 444

- Find your local number to call at:
<https://www.oracle.com/support/contact.html>
- Enter your SR Number
- Press 1 for Speak directly to the Engineer.

Document Title	Doc. ID
Oracle Support Accreditation - Series	15838982
Working Effectively with Oracle Support	1666502
How to Request Management Attention	1993891
Oracle Support Essentials	5537472

9 Copyright © 2024, Oracle and/or its affiliates | Confidential: Internal/Restricted/Highly Restricted

[Date]