The SR management capabilities are used to facilitate and track communications between you and Oracle support engineers. You can initiate requests for help (by opening an SR), track progress on those requests, read recommendations from the support engineer working on a request, and run reports on SR activity.

To get assistance with technical support and to access Oracle*MetaLink,* you must have an active support contract for your Oracle products. To log on to Oracle*MetaLink,* you will need your Customer Support Identifier (CSI). This can be found on your software invoice.

If you're a new customer or you'd like to reacquaint yourself with Oracle Support Services and Oracle*MetaLink*, please gothrough the "New Customers Start Here" guide on Oracle*MetaLink.* This self-service tutorial can help you become familiar with Oracle*MetaLink* and our other support resources. We call this the Customer Launch Process, and it's designed to help you get a successful start with Oracle.

Once you're on the Oracle*MetaLink* homepage, click the "New Customers Start Here" link in the Headlines section. You can also do a quick search for doc ID# 374370.1 to locate the "New Customers Start Here" guide. You may also want to attend some of our live internet seminars. Visit **oracle.com/support/seminars.html** to see a schedule of seminars.

If you need help accessing Oracle SupportWeb or would like to speak to a technical support representative about your service request, please contact Oracle Technical Support at +27 11 319 4010.

Similar to Oracle*MetaLink*, Oracle's PeopleSoft Customer Connection is a self-service portal available 24/7 for PeopleSoft and JD Edwards product support. You can log and track service requests, as well as find documentation, product alerts, patches, bug fixes, and much more. To access PeopleSoft Customer Connection, please contact your Web administrator to get a username and password. If you don't know the name of your Web administrator, you can contact Customer Care at 0800 990 870, or find the number to your local Global Customer Care office at **www.peoplesoft.com/corp/en/contact/cust_care_intl.jsp**.

If you'd like to familiarize yourself with PeopleSoft Customer Connection and support for PeopleSoft and JD Edwards products, please go through the "New Customer Launch" tutorial. From the PeopleSoft Customer Connection home page, click the "New Customers Start Here" link in the left navigation bar. If you're a new customer, a Global Customer Care analyst will guide you through this tutorial.If you'd like to reacquaint yourself with PeopleSoft Customer Connection and other support resources, we also encourage you to review this Web page.

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Oracle's Siebel SupportWeb is our 24/7 technical customer portal dedicated to helping customers resolve service issues that involve Siebel Customer Relationship Management applications or Siebel Business Analytics. On Siebel SupportWeb, supported customers and partners can access our extensive technical knowledgebase of alerts, frequently asked questions, technical notes, solutions, and more. Additionally, designated contacts can submit, update, and view service requests. They can also track their change and fix requests.

To access Siebel SupportWeb, you need a username and password. Select customers have access to the technical support knowledgebase as well as the Service Account section, where they're able to log and update service requests, view change and fix requests, manage implementation profiles, run reports, and view additional information about their accounts. Siebel Support Services will also establish one read-only account to be shared by your project team. This read-only account provides access to the technical support knowledgebase and also provides read access to service requests and change and fix requests within Siebel SupportWeb.

If you need help accessing Siebel SupportWeb or would like to speak to a technical support representative about your service request, please contact Oracle Technical Support at support@siebel.com or call +27 11 319 4946.

Oracle Support Services has created Customer Quick Reference Guides for Oracle E-Business Suite, PeopleSoft, and JD Edwards applications to help you effectively manage your product support. These Customer Quick Reference Guides can help you understand

- How to navigate the support Web sites, so you can find the specific information you need
- How to search for solutions
- How to log and manage service requests (Oracle customers) and cases (PeopleSoft and JD Edwards customers)
- How to report bugs (Oracle customers) and technical incidents (PeopleSoft and JD Edwards customers) to Oracle Development
- How to use the escalation processes
- How to locate best practices for handling service requests and cases

Follow these links to find the Customer Quick Reference Guide that best suits you:

- **Oracle E-Business Suite**—oracle.com/support/library/e-business-suite-support-quick-reference-guide.pdf
- **PeopleSoft Enterprise**—oracle.com/support/library/peoplesoft-support-quick-reference-guide.pdf
- **JD Edwards EnterpriseOne and JD Edwards World**—oracle.com/support/library/jd-edwards-support-quick-reference-guide.pdf

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# Oracle Advanced Customer Services

Oracle Priority Service offers you a highly integrated service partnership with Oracle experts who give you priority problem resolution and expert guidance.

Oracle Online DBA Services delivers proactive systems management and support of your business critical database environment through continuous online monitoring. These services enable efficient and cost effective support solutions for any Oracle system or application.

Oracle Advanced Support Assistance is the first and fundamental level of three related Advanced Customer Services programs—the other two, Business Critical Assistance and Solution Support Center, are described below—that offer you progressive depth and scope of support. Advanced Support Assistance provides you with the services of a Service Delivery Manager, who offers proactive performance and configuration assistance (with reviews, assessments, and knowledge transfers) based on Oracle's best practices.

The Oracle Solution Support Center builds on all of the benefits of Business Critical Assistance to deliver even more personalized support. Our most comprehensive Advanced Customer Services package, the Solution Support Center offers you the highest level of support and customer-centric attention from a dedicated team of Oracle Service Delivery Engineers, 24/7.

The Solution Support Center provides proactive advice on the use of electronic tools for preventive maintenance, a focused team of Oracle senior engineers with expertise in your vertical industry, business alignment that extends beyond product issues to business priorities, a high-touch working relationship with individual Oracle experts available to you remotely and onsite, and performance-tuning assessments.

Oracle Business Critical Assistance offers all of the features of Advanced Support Assistance, plus access to specialized Service Delivery Engineers who provide proactive services based on their in-depth understanding of your Oracle environment and your business.

For further information on Oracle Advanced Product Services please contact +27 11 319 4408

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Oracle offers a variety of training formats, including

- **Instructor-Led Courses**—This is our most popular training option.
- **Private Training Events**—This is an ideal solution for large groups.
- **Custom Training Events**—Learn from a program tailored for your specific needs.
- **Live WebClasses**—Save travel costs by attending live classes online.
- **Self-Study CD-ROMs and Knowledge Center**—Learn at your own pace.

Skills Development and capacity building and planning are top of the list of actions formost organisations. Oracle University has put in place a very structured skills development programme for its partners and customers. The programme is customised to cater for specific skills requirements for our partners and customers. For more information on Oracle's skills development programme contact +27 11 319 4111 or e-mail **education_za@oracle.com**

Visit the Oracle University section of Oracle.com, located at **education.oracle.com**,for the latest information. You can:

- Browse the Oracle online training catalog and schedule
- View product categories

- Explore learning paths
- Learn about various training formats
- Learn about Oracle certifications
- Register for training

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As you're considering an Oracle partner, look for partners that offer these validated solutions. Working with an Oracle partner lets you achieve a lower cost of ownership, enjoy higher levels of value and satisfaction, and reach a greater return on your investment. For more information, visit **oracle.com/partnerships/solutions.html**.

There are a number of factors to consider when choosing an Oracle partner. For example:

- Does the partner have the right product and experience for my industry sector?
- Does the partner have a track record with the solution I need?
- Does the partner have Oracle experience that's relevant to the solution I need?
- Is the partner a member of Oracle PartnerNetwork?
- Has their solution been validated through the OPN Applications Integration Initiative?

A centralized global repository of all Oracle partner solutions and services, this online catalog provides instant access to Oracle partner solutions and services 24/7, anywhere in the world. Whether you are a small or medium business or a large international enterprise, you
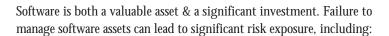
can instantly identify and contact partners with specializations that meet your company's needs. A unique resource for customers in today's market, the OPN Solutions Catalog features thousands of ISV solutions that are integrated with Oracle Database technologies, Oracle Fusion Middleware, and Oracle Applications. In addition, you can find partners with key industry solutions. Visit **solutions.oracle.com** today to locate partners with the expertise you need by country, solution, partner type, and more.

To learn more about working with Oracle partners to solve your needs, visit **oracle.com/partnerships/index.html**.

If you are interested in becoming a partner, please visit our website: **http://partner.oracle.com**

If you have any partner related queries, please contact our Oracle Partner Network Interaction Centre on 0800 994 226 or the National Oracle Partner Network Manager on +27 11 319 4311.

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## License Management Services

Software is both a valuable asset & a significant investment. Failure to manage software assets can lead to significant risk exposure, including:

- **Financial Risk** - un-budgeted compliance liabilities, over spending & lack of budget control and planning

- **Operational Risk** - lack of control over software asset availability and allocation

- **Legal Risk** - breach of software license agreements & corporate governance legislation/codes

The License Management Services Division of Oracle has been established to assist our customers in managing this risk exposure and ensuring corporate governance standards are met.

By engaging with LMS, we work together in order to:

- Obtain a detailed understanding of your Oracle environment & investment
- Implement license management best practices
- Identify spare capacity & optimise the use of your Oracle investment
- Quantify and resolve financial risk of non-compliance
- Ensure informed decision-making regarding future IT developments
- Provide for accurate budgeting and procurement

For more information on License Management Services, please contact +27 11 319 4317 or email **license-management_za@oracle.com**

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# Oracle's Independent User Groups

User groups also allow customers to be a voice to Oracle with critical information about customer needs—from business process improvements to technical recommendations. In turn, user groups help customers stay informed with consistent, direct communications from Oracle on products, services, and solutions—from strategic messages to development updates. User group members enjoy two-way communication with Oracle, networking opportunities, and shared customer experiences.

User groups meet in person or virtually, throughout the year, in hundreds of locations around the world. At these informative meetings, you can learn new ideas that you can put to work in your day-to-day role. You can also take leadership positions by serving on any of the hundreds of committees and boards open to all user group members. These leadership positions can allow you to work more closely with Oracle experts and gain new insights and business skills.

Read below to learn more about our major user group organizations and find one that most closely meets your needs.

Through one of these "umbrella" groups, you'll be directed to the most appropriate local user group.

Oracle encourages all customers to get involved in our user group community. These groups are an essential element of Oracle's commitment to customer satisfaction.

- **South African Oracle User Group (SAOUG)**—The SAOUG, although closely aligned with Oracle South Africa, is an independent, not for gain association managed by Oracle users. The SAOUG provides a National platform from which communication and sharing of ideas between members takes place. For further information visit: **www.saoug.co.za** or e-mail **gm@saoug.co.za**

- **Europe, Middle East, and Africa Oracle Usergroup Council (EOUC)**—The EOUC facilitates the information flow between the national Oracle user groups and Oracle, providing a platform for the

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## Contact Information and Feedback

**Johannesburg**
+27 11 319 4000
**Cape Town**
+27 21 400 7200
**Durban**
+27 31 570 5200


+27 11 319 4010
**www.oracle.com/support**



+27 11 319 4408



+27 11 319 4111
**education_za@oracle.com**


**oracle.com/consulting**


0800 994 226

+27 11 319 4311


**license-management_za@oracle.com**


0800 994 225


**ccc_za@oracle.com**


+27 11 315 0258
**gm@saoug.co.za**

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# Contact Information for Technical Issues

+27 11 319 4010

Oracle*MetaLink* offers you quick and immediate access to technical support for Oracle products 24 hours a day, 7 days a week. Please see the "Support Web Sites" section to learn how to access Oracle*MetaLink*.
**metalink.oracle.com**

0800 990 870

PeopleSoft Customer Connection is a selfservice portal for PeopleSoft and JD Edwards product support. Please see the "Support Web Sites" section to learn how to access PeopleSoft Customer Connection.
**www.peoplesoftcustomer.com**

+27 11 319 4946
**support@siebel.com**

Siebel SupportWeb allows you to log service requests, find documentation, and much more. Please see the "Support Web Sites" section to learn how to access Siebel SupportWeb.
**https://ebusiness.siebel.com/supportweb/**

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Fax: (011) 319 4200

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South Office Block
The Water Club
Beach Road
Mouille Point
8005
Tel: (021) 400 7200
Fax: (021) 418 6655

*Durban*
1st Floor
5 Pencarrow Park
La Lucia Ridge Office Estate
Umhlanga Rocks
P.O. Box 5011
Pencarrow Park
4019
Tel: (031) 570-5200
Fax: (031) 566-1642

www.oracle.com/za
Tollfree: 0800 994 225

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