

Exadata is becoming the choice platform for database consolidation and high performance workloads.

However, patching and maintaining the Exadata stack can be a daunting initiative. Just researching the required patches and which components to patch can be an overwhelming task.

Viscosity can help you patch Oracle Exadata using our upgrade best practices. We do all the patch research for you and review the entire upgrade procedure with your teams. This allows you to achieve maximum return on investment.

Like everything in IT, Exadata also requires routine care. Viscosity North America provides end-to-end Exadata upgrade and patching services at a fixed (no hassles) rate, for customers who need their Exadatas patched to the latest and greatest bundled patches.

Viscosity North America's Exadata Upgrade and Patching Includes:

- Review of general database workload of the databases on Exadata
- Calculation of IOPs and Throughput
- Determination of latency, database size, and capacity

The Challenge

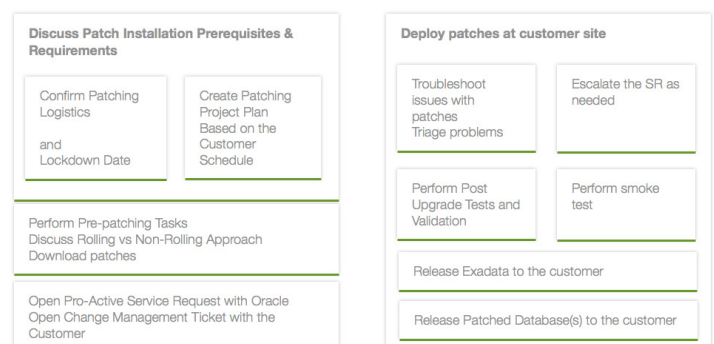
- Complexity and Extensive Effort on Patching of Exadata
- Patching and maintaining the Exadata stack can be a complex initiative. This process requires extensive research on available patches and the compatibility with current Exadata database deployment and application.
- Viscosity provides patching of Oracle Exadata with our methodology and best practices. We will provide each Exadata patching project with extensive research and detail review the entire patching process with your teams. This allows to achieve maximum return on your investment.

Caveats

1. For Virtualized Exadatas, pricing will vary on the level of complication and VMs on the Exadata
2. Viscosity will upgrade (to the next release of Oracle) up to three databases on the Exadata
 - Service request(s) related to the database upgrade will be time and matererial and will be billed on hourly rates
 - Post upgrade support will be time and material and will be billed on hourly rates
 - Testing support will be time and material
 - Managing database statistics is outside the scope of Exadata patching
 - SQL Tuning is outside the scope of Exadata patching

Viscosity's Exadata Patching Methodology

Collaboration Process With The Customer



The Solution

- Viscosity will provide patching and upgrading of all components on the Exadata system, including Oracle Database and Linux.
- Viscosity Exadata Patching Services include:
 - Exadata Compute Servers (ILOM and Linux)
 - Exadata Storage Servers (ILOM and CellOS)
 - Infiniband Switches and Cisco Switch
 - PDUs
 - Oracle Databases including PSU

For additional information and pricing for Viscosity patching services, please visit viscosityna.com/ or email us at hello@viscosityna.com.