

# Global Welcome Guide



Learn More About the Services  
Available from Oracle

For 30 years, Oracle has been helping customers like you manage their information systems. Whether you are a new or current Oracle customer, the following pages will show you how Oracle can make your implementation faster, your team more effective, and your return on investment higher. Please take a moment to learn more about our services.

## Table of Contents

2	Oracle Support
9	Oracle University
11	Oracle Consulting
13	Oracle Partners
15	Oracle On Demand
16	Global Customer Programs
17	Oracle's Independent User Groups
20	Contact Information and Feedback
21	Contact Information for Technical Issues
22	Additional Resources for Oracle Information
24	Services At-a-Glance

## Oracle Support

Oracle Premier Support, the most comprehensive support the industry has to offer, can help drive your business success. We help you unlock the power of your solutions by reducing the time, effort, and cost of operating your Oracle systems.



And we help you fully benefit from product enhancements by making sure your systems are up-to-date, secure, and operating at peak performance. No one knows more than Oracle support engineers when it comes to troubleshooting, problem diagnosis, and resolution identification. You can be assured that the engineers at the forefront of our technology are behind your support. And our commitment to product innovation helps secure your technology future.

Oracle Premier Support includes

- Product enhancements and updates
- Global support infrastructure
- Proactive automated support
- Lifetime support
- Ecosystem support

### Product Enhancements and Updates

Only Oracle gives you product enhancements and broader coverage for your Oracle technology stack—database, middleware, and applications. We believe in improving the scalability, global functionality, business processes, and high-volume performance

of our products. That's why we continually invest in our products and extend the value of your solutions by including more customer-driven features with every release.

We protect and extend your investment through enhancements and updates to the products and solutions you have licensed. Oracle Applications Unlimited aims to provide you with enhancements to current Oracle Applications beyond the delivery of Oracle Fusion Applications. You can continue to derive value from your existing applications, or you can upgrade to the next generation of Oracle Applications when you are ready.

### Global Support Infrastructure

No matter where you're located or when you need assistance, as an Oracle Premier Support customer, you get access to one of the most advanced support organizations in the world:

- **Access to 24/7 Mission-Critical Support**—From database to middleware to application support, Oracle is your complete support solution for your Oracle technology stack.

Fact: Oracle spends more than US\$2 billion annually on research and development.



- **Access to Experts at Our Award-Winning Global Support Centers**— Oracle employs more than 7,000 support professionals, speaking 27 local languages, at 18 Global Support Centers around the world.
- **Access to Our Knowledgebase of More Than 400,000 Solutions**—A best-practice collection of Oracle intelligence is available to help you resolve issues and maximize your Oracle software investment.

#### **Proactive Automated Support**

Oracle has a long-term commitment to delivering a faster, easier, and more cost-effective way to operate and maintain your Oracle products. We continue to automate and engineer the support process to include Oracle's best practices, advanced support capabilities, and the highest level of collaborative support. We embed supportability into our products, and we have built over 250 support tools to help you diagnose and resolve issues before they become critical. With Oracle, you should expect a better understanding of your technical environment and a more intelligent and proactive way to resolve issues.

#### **Lifetime Support**

The Oracle Lifetime Support Policy, a comprehensive and flexible support policy, covers your Oracle technology environment for the lifetime of your software investment— from database to middleware to applications. You know up front and with certainty how long your Oracle products are supported. You have access to technical experts for as long as you license your Oracle products. Oracle Lifetime Support Policy consists of three stages:

- Premier Support
- Extended Support
- Sustaining Support

#### **Premier Support**

Premier Support provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date. You benefit from

- Major product and technology releases
- Technical support



- Updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

#### **Extended Support**

Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. It provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts

- Certification with existing third-party products/versions (Extended Support may not include certification with new third-party products/versions.)
- Certification with new Oracle products

#### **Sustaining Support**

Sustaining Support puts you in control of your upgrade strategy. You receive technical support, including access to our online support tools, knowledgebase, and technical support experts for as long as you license your Oracle products. You benefit from

- Major product and technology releases
- Technical support
- Access to Oracle *MetaLink*, Oracle's PeopleSoft Customer Connection, and Oracle's Siebel SupportWeb
- Preexisting fixes for your solution
- Preexisting upgrade scripts

For additional information on Oracle Lifetime Support, including exclusions and recently acquired companies, please visit [oracle.com/support](http://oracle.com/support).

Fact: Oracle Support Services is the world's largest client services organization for Oracle products and technology.

### Ecosystem Support

Oracle's ecosystem support strategy helps provide fast, timely, and accurate multivendor support and increased collaboration between participating vendors. As a technology leader, we are dedicated to providing you with the latest innovation in technology support. We go beyond the Oracle product footprint to include the entire Oracle ecosystem. We work with key partners and support leading technologies to reduce IT complexity and risk, and to provide innovation to our customers.

### Support Web Sites

Oracle Products—Oracle*MetaLink*  
[metalink.oracle.com](http://metalink.oracle.com)

Oracle*MetaLink* gives Oracle customers 24/7 access to Oracle Support Services and technical information via the Web. It is your portal to our global knowledgebase, complete with answers to common problems and frequently asked questions. It includes product alerts, product lifecycle information, step-by-step installation instructions, white papers, product documentation, search engines, service request (SR) management, and bug queries. 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.

### Learn About Oracle*MetaLink*

If you're a new customer or you'd like to reacquaint yourself with Oracle Support Services and Oracle*MetaLink*, please go through 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* home page, 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](http://oracle.com/support/seminars.html) to see a schedule of seminars.

PeopleSoft and JD Edwards  
Products—PeopleSoft  
Customer Connection  
[www.peoplesoftcustomer.com](http://www.peoplesoftcustomer.com)

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 Global Customer Care at +1.800.477.5738 (option 2) in the United States and Canada, or find the number to your local Global Customer Care office at [www.peoplesoft.com/corp/en/contact/cust\\_care\\_intl.jsp](http://www.peoplesoft.com/corp/en/contact/cust_care_intl.jsp).

Learn About PeopleSoft  
Customer Connection

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.

Fact: 94 percent of Oracle customers are currently running the latest solutions.

### Siebel Products—Siebel SupportWeb [ebusiness.siebel.com/supportweb](http://ebusiness.siebel.com/supportweb)

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.

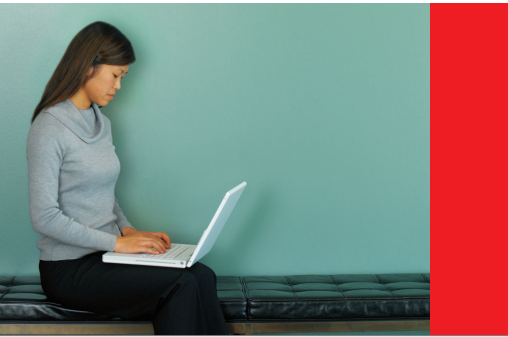
If you need help accessing Siebel SupportWeb or would like to speak to a technical support representative about your service request, please contact Oracle Technical Support at [support@siebel.com](mailto:support@siebel.com) or call +1.800.214.0400 or +1.650.341.0700.

### Quick Reference Guides

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](https://oracle.com/support/library/e-business-suite-support-quick-reference-guide.pdf)
- **PeopleSoft Enterprise**—[oracle.com/support/library/peoplesoft-support-quick-reference-guide.pdf](https://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](https://oracle.com/support/library/jd-edwards-support-quick-reference-guide.pdf)

### **Oracle E-Delivery**

At Oracle's E-Delivery Web site ([edelivery.oracle.com](https://edelivery.oracle.com)), you can download almost any licensed Oracle product. However, not all programs are available for download on all platforms. For current program availability, please check the Web site.

When you're downloading software, we highly recommend that you review the Read Me files and the frequently asked questions. These documents will help you find answers to your pressing questions.

If you still don't find what you need or you have additional questions, please contact the Oracle E-Delivery helpline for your country as posted on the Oracle E-Delivery Web site.

## Oracle University

Oracle University delivers the most in-depth product training, so you can learn to implement and manage your Oracle Database, applications, tools, and technologies efficiently and effectively.

Whether you are new to Oracle technology or upgrading to a current release, Oracle University offers up-to-date training courses created by Oracle experts. Our experienced instructors can help you gain the cutting-edge skills and knowledge you need to succeed in your IT career. Learn Oracle from Oracle.

Oracle is dedicated to providing you with an unbeatable learning experience, which is why we strive for nothing less than 100 percent Student Satisfaction.

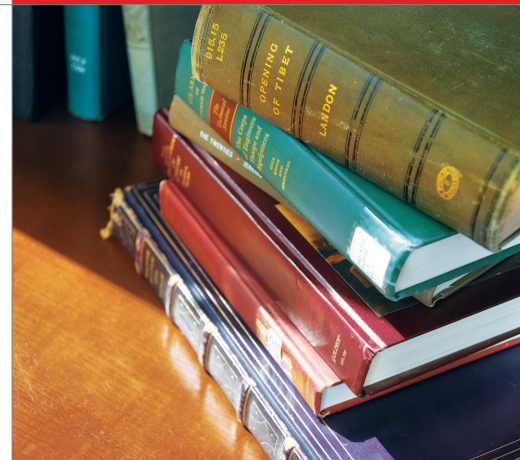
### Training Paths

Oracle University provides training for all job roles—from database administrator to functional implementer to end user. Oracle's technology training maps to its complete product line:

- Oracle Database
- Oracle Application Server
- Oracle Fusion Middleware

- Oracle Warehouse Builder
- Oracle Collaboration Suite
- Oracle E-Business Suite
- Oracle Development Tools
- PeopleSoft Enterprise
- JD Edwards EnterpriseOne
- JD Edwards World
- Siebel
- Industry applications

For each job role, Oracle University has carefully mapped a learning path to ensure that students gain appropriate knowledge and skills.



Fact: Each year, Oracle University trains more than 600,000 customers in 70 countries, with multiple learning options to fit training requirements and budgets.



### Oracle Certification

Oracle certifications are tangible, industry-recognized credentials that can help you succeed in your IT career, and they provide measurable benefits to your employer. An Oracle certification is a reliable validation of training and experience that can accelerate your professional development, improve your productivity, and enhance your credibility. You can become an

- Oracle Certified Associate
- Oracle Certified Professional
- Oracle Certified Master
- Oracle E-Business Suite Certified Professional

### Training Formats

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.

### More Information

Visit the Oracle University section of Oracle.com, located at [education.oracle.com](http://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

## Oracle Consulting

Oracle Consulting allows you to optimize the value of your Oracle investment, while minimizing your total cost of ownership.

We focus exclusively on Oracle business solutions—with deep Oracle technology skills and domain expertise—that allow you to achieve measurable business objectives, while minimizing the risks inherent in enterprise change.

Because we are the services arm of the leading enterprise business software provider and place high priority on your success, the goals of Oracle Consulting are most closely aligned with your goals. Our company depends upon your successful deployments of Oracle business solutions and technologies.

We consider your deployment successful when you've achieved your defined business objectives and when Oracle technologies have helped you minimize your overall cost of ownership.

We can help you attain expected business objectives with

- **Timely Execution**—Bringing solutions to market in a predictable and timely manner
- **A Focus on Business Outcomes**—Providing flexible business processes that support strategic business objectives

- **Plans for Future Customer Market Change**—Designing and deploying a flexible business and data architecture that allows the business to quickly respond to future market change

We minimize cost of ownership by

- **Reusing Implementation Best Practices**—Focusing on implementation best practices shared from projects across the globe
- **Minimizing Customizations**—Using out-of-the-box Oracle business processes, including Oracle Accelerators
- **Leveraging Global Delivery Capabilities**—Providing service delivery onsite, offsite, and offshore



Fact: Oracle Consulting adds value to your business with effective, innovative solutions that use Oracle products. We deliver value, speed, and simplicity with services that address your business and technology needs—from strategic planning, rapid implementations, and upgrades to enterprise system optimization.



### Global Solutions Delivery

With Oracle Consulting's flexible and innovative global solutions delivery approach to consulting, we assemble the optimal team for your project by blending resources from both onsite and remote delivery channels to match the right expertise, to the right solution, at the right cost.

In addition to our onsite consultants, Oracle offers four remote delivery channels. Each center contributes specific expertise, service portfolios, and advantages:

- **Application Solution Centers**—Fixed-price, fixed-scope solution offerings
- **Remote Technology Center**—Unique, cost-effective technical services via Oracle's virtual private network

- **Reston Delivery Center**—Low-cost services to U.S. federal, state, and local entities, and commercial customers who have U.S. citizenship requirements
- **The North America India Operations Center**—Offshore support for implementations and upgrades

### Learn More

Oracle Consulting can help you implement, improve, or maintain your solutions. Find out more at [oracle.com/consulting](http://oracle.com/consulting).

## Oracle Partners

The strength, breadth, and competency of our partner ecosystem plays an integral role in Oracle's ability to solve customer business challenges.

Through the incredible knowledge and expertise of our partner community—with more than 17,700 partners worldwide—Oracle is able to provide customers around the world with innovative, industry-leading solutions that are specific to your particular functional, market, or industry area of need.

### Partner Commitment

Oracle PartnerNetwork (OPN) is the foundation that allows partners to successfully deliver Oracle-based solutions to customers. Through OPN, partners have access to Oracle's premier products to help streamline adoption, education, and technical services for highly specialized go-to-market engagements, with support from across all lines of business within Oracle. As a customer, you can be confident that partners working with Oracle through OPN will deliver the highest-quality solutions and the greatest return on your investment.

By facilitating partner-to-partner collaboration, Oracle strives to build synergies between its many different types of partners and their products and services. Ultimately, Oracle's goal is to create a robust network of partners that adopt leading-edge Oracle technologies, expand their reach into new markets, and offer more value-added services to customers.

### Oracle PartnerNetwork Applications Integration Initiative

Through the Oracle PartnerNetwork Applications Integration Initiative, partners that are independent software vendors (ISVs) go through a rigorous process to simplify and improve the integration between their solutions and Oracle Applications, including Oracle E-Business Suite, PeopleSoft Enterprise, JD Edwards EnterpriseOne, JD Edwards World, Siebel Customer Relationship Management, and Oracle On Demand products. The integrations are thoroughly tested and validated to be functionally and technically sound, as well as reliable and standards-based.

The resulting integrated solution

- Helps alleviate additional integration challenges
- Can be implemented more quickly
- Can deliver business value more rapidly
- Improves risk management
- Enables smoother upgrades
- Leads to a lower total cost of ownership



Fact: More than 100,000 transactions per year are with partners.



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](http://oracle.com/partnerships/solutions.html).

#### **Choosing an Oracle Partner**

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?

#### **Meet Your Match Through the Oracle Partner Network Solutions Catalog**

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](http://solutions.oracle.com) today to locate partners with the expertise you need by country, solution, partner type, and more.

#### **Learn More**

To learn more about working with Oracle partners to solve your needs, visit [oracle.com/partnerships/index.html](http://oracle.com/partnerships/index.html).

Fact: Oracle consistently delivers high availability and performance—keeping systems secure and up-to-date for more than 350,000 end users every day.

[oracle.com/ondemand](http://oracle.com/ondemand)

## Oracle On Demand

Oracle On Demand delivers the world's leading software to your end users, managing the IT infrastructure, software, security, service levels, and IT governance—and allowing you to focus on your core business.

Your solutions can be hosted in our award-winning data centers, at your facility, or at a third-party site. Choose the on-demand solution that best fits your needs, and get the same benefits.

- Software that is available, secure, and up-to-date
- Reduced operational complexity and risk
- Oracle's expertise and infrastructure investments on call

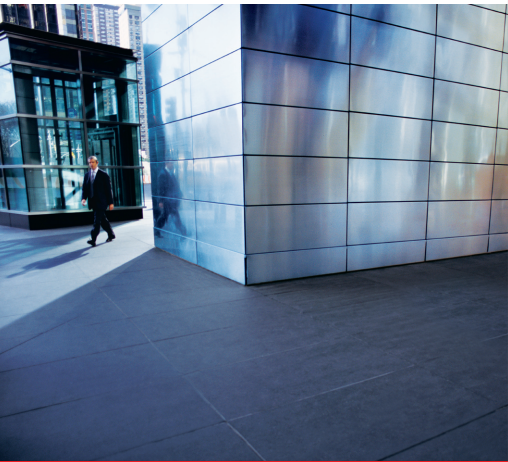
Oracle offers a wide range of on-demand solutions, including

- **Siebel CRM On Demand**—Oracle's low-risk, flexible, hosted customer relationship management (CRM) solution for companies of all types and sizes
- **PeopleSoft Enterprise On Demand**—A complete set of software management services for PeopleSoft Enterprise applications
- **JD Edwards EnterpriseOne and JD Edwards World On Demand**—High-availability solutions specifically designed to support the JD Edwards product family

- **Oracle E-Business Suite On Demand**—Oracle's end-to-end business applications for CRM, enterprise resource planning, supply chain management, and more, without the demands of monitoring and maintenance
- **Oracle Collaboration Suite On Demand**—Your communications infrastructure managed by Oracle experts, including e-mail, calendar, voice mail, and file services
- **Oracle Technology On Demand**—Oracle Database and Oracle Fusion Middleware hosted and managed by Oracle
- **Oracle Learning Management Suite**—A complete infrastructure for management, delivery, and tracking of training, in online and classroom-based environments
- **Oracle On Demand for Siebel CRM**—All the benefits of the world's leading, industry-specific CRM solution, and the peace of mind of knowing Oracle is hosting and managing the software

To learn more about how you can reduce IT management costs and gain the freedom to focus on your core business, visit [oracle.com/ondemand](http://oracle.com/ondemand).





## Global Customer Programs

Oracle's Global Customer Programs help you get the most from your relationship with Oracle.

"We are amazed at the enormous impact the combination of MasterCard products, in concert with Oracle Financials and [Oracle] Internet Expenses, has had on our business."

**Stephen Orfi**  
Senior Vice President  
MasterCard

Working in concert with your account team, support staff, and other contacts, we help you succeed by offering a range of services that seek your opinions, support your goals, and celebrate your successes.

- **Customer Feedback**—Your responses to our surveys guide our planning and decision-making, to drive improvement across all Oracle lines of business.
- **Customer Forums**—Oracle provides a variety of customer forums that open the lines of communication between customers and Oracle's executive management and product development teams. From our community of more than 420 independent users groups worldwide to our invitation-only CIO Advisory Board and product and industry customer strategy councils, Oracle's forums maximize collaboration and information exchange.
- **Customer Referencing**—We celebrate your successes with a variety of marketing and networking opportunities.

### Learn More

To learn more and find out how to participate in our customer programs, visit [oracle.com/customers](http://oracle.com/customers) or e-mail us at [customer\\_ww@oracle.com](mailto:customer_ww@oracle.com).

## Oracle's Independent Users Groups

Oracle's users groups are independent communities of like-minded customers. These communities provide dynamic forums for customers to share information, experiences, and expertise.

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

Users groups meet in person or online, throughout the year, in hundreds of locations around the world. At these informative meetings, you 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 users group members. These leadership positions allow you to work more closely with Oracle experts and gain new insights and business skills.

Read below to learn more about Oracle's major users group organizations and find one that most closely meets your needs. Through one of these “umbrella” groups, you will be directed to the most appropriate local users group.

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

### Technology

- **Independent Oracle Users Group (IOUG)**—The IOUG represents the voice of Oracle technology and database professionals, serving nearly 20,000 database administrators, developers, architects, technical managers, and other Oracle professionals throughout North America and worldwide.  
[www.ioug.org](http://www.ioug.org)





“Oracle understands user groups and has an excellent program, which encourages and sustains independent user group activities. They understand that user group support is not a marketing role, but rather a customer advocacy function.”

**John Matelski**  
Chief Security Officer  
and Deputy CIO  
City of Orlando

Chairman  
International Oracle User Council

### Applications

- **Oracle Applications Users Group (OAUG)**—Formed in 1990, the OAUG is one of the software industry’s most successful users groups, and speaks with one voice for Oracle applications users. This global organization enhances the capabilities of Oracle users in their day-to-day use and management of the growing family of Oracle applications. [www.oaug.org](http://www.oaug.org)
- **Quest International Users Group**—This not-for-profit association focuses on JD Edwards and PeopleSoft applications users. Quest provides a unified voice into Oracle for JD Edwards and PeopleSoft users; timely, unbiased information; and networking events to allow members to share their experience with total information technology and best business practices. [www.questdirect.org](http://www.questdirect.org)

- **Oracle Human Capital Management Users Group (OHUG)**—This organization allows members to share experiences and best practices with other Oracle HCM customers, take advantage of in-depth training from industry experts, and communicate directly with Oracle executives, product managers, and development teams. [www.ohug.org](http://www.ohug.org)

### Middleware and Development

- **Oracle Development Tools User Group (ODTUG)**—ODTUG is an independent, not-for-profit global organization providing education, support, advocacy, and networking opportunities for all developers who work on Oracle databases. [www.odtug.com](http://www.odtug.com)

## Regional Users Groups

- **APOUC and EOUC**—Oracle maintains a close relationship with its independent users groups in Europe, the Middle East, and Africa (EMEA) and in Asia Pacific (APAC). The EMEA Oracle UserGroup Council (EOUC) and the Asia Pacific Oracle Usergroup Council (APOUC) both form vibrant and enthusiastic users communities focused on Oracle applications and technology. Both provide extensive opportunities for their broad membership to share best practices, learn more about Oracle products and services, network across the globe, and have a combined voice into Oracle’s executives and development organization. For more information about the EOUC and APOUC, and to view a list of users groups in their regions, please visit [www.eouc.org](http://www.eouc.org) and [www.apouc.org](http://www.apouc.org).

## Industry

- **Higher Education User Group (HEUG)**—The HEUG consists of higher education institutions that use Oracle products and provides a forum for customers to share information and experience on selection, implementation, and cost-effective use of Oracle products. [www.heug.org](http://www.heug.org)

For more information about Oracle’s independent users groups, visit [oracle.com/technology/community/user\\_groups/index.html](http://oracle.com/technology/community/user_groups/index.html) or [www.iouc.org](http://www.iouc.org). Please send questions to [oracleusergroup\\_ww@oracle.com](mailto:oracleusergroup_ww@oracle.com).



“Users group members represent Oracle’s most active, committed customers. It’s imperative that we listen to their needs and their product input. They pave the way for our entire customer community to really make a difference in the way we develop products, deliver services, and plan for the future. That’s critical to Oracle’s success and our customers’ success.”

**Jeb Dasteel**  
Vice President,  
Global Customer Programs  
Oracle Corporation

## Contact Information and Feedback



### **Main Oracle Switchboard**

+1.650.506.7000  
(Redwood Shores, California, U.S., Pacific Standard Time)

### **PeopleSoft and JD Edwards Global Customer Care**

+1.800.477.5738, option 2—Assistance  
with nontechnical business issues  
(U.S. and Canada only)

### **Support Sales and Renewals**

+1.800.833.3536  
[oracle.com/support/purchase.html](http://oracle.com/support/purchase.html)

### **OracleDirect— Product Sales and Pricing**

+1.800.542.1170

### **Oracle Consulting Services**

[oracle.com/consulting](http://oracle.com/consulting)

### **Oracle University—Courses, Schedules, Registration**

+1.800.529.0165  
(U.S. Class Registration)

+1.866.825.9790  
(Canada Class Registration)  
[education.oracle.com](http://education.oracle.com)

### **Oracle On Demand**

+1.800.633.0615  
[oracle.com/ondemand](http://oracle.com/ondemand)

### **Oracle User Groups**

[oracleusergroup\\_ww@oracle.com](mailto:oracleusergroup_ww@oracle.com)  
[ioug.org](http://ioug.org)

### **Oracle Partner Information**

+1.800.323.7355  
[oracle.com/partnerships](http://oracle.com/partnerships)

### **Oracle Financing**

+1.650.506.2020  
[oracle.com/financing](http://oracle.com/financing)

### **Customer Feedback Hotline**

[oracle-survey\\_ww@oracle.com](mailto:oracle-survey_ww@oracle.com)

## Contact Information for Technical Issues

### **Oracle Database and Applications Customers**

+1.800.223.1711 (U.S. only)

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](http://metalink.oracle.com)

### **PeopleSoft and JD Edwards Applications Customers**

+1.800.477.5738 (U.S. and Canada only)

JD Edwards only  
+1.800.289.2999 (U.S. and Canada only)  
[denver-support@peoplesoft.com](mailto:denver-support@peoplesoft.com)

PeopleSoft Customer Connection is a self-service 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](http://www.peoplesoftcustomer.com)

### **Siebel Applications Customers**

+1.800.214.0400 or +1.650.341.0700  
[support@siebel.com](mailto: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/>





## Additional Resources for Oracle Information

Also visit [oracle.com/welcome](http://oracle.com/welcome) to find the links and contact information found in this guide. There, you can find even more information to help you make the most of your relationship with Oracle.

### **Oracle Applications Community**

This collaborative Web site is designed to bring together Oracle applications users. You can share tips and experiences with your peers to help you implement and maintain your Oracle applications more effectively. It provides access to the largest community of Oracle applications users in the world. [oracle.com/technology/community/apps/index.html](http://oracle.com/technology/community/apps/index.html)

### **Oracle Technology Network (OTN)**

OTN is a dynamic community through which Oracle developers, database administrators, architects, and system administrators trade tips, seek and exchange advice, and interact with Oracle experts. [otn.oracle.com](http://otn.oracle.com)

### **Oracle Webcasts and Internet Seminars**

These sections of Oracle.com offer a complete listing of Webcasts and online seminars by title, product, or date. You can also perform advanced searches to locate events, demos, quotes, and much more. [oracle.com/webcasts](http://oracle.com/webcasts)  
[oracle.com/broadband](http://oracle.com/broadband)

### **Oracle Events**

Get a complete listing of all Oracle events. [oracle.com/webapps/events](http://oracle.com/webapps/events)

### **Oracle Publications**

Oracle produces several printed magazines and online newsletters to keep you informed about Oracle initiatives, products, services, and technologies. You can subscribe to any print publications and online newsletters that interest you.

#### **Hard Copy Magazines and Books**

You can get printed magazines and books and printed versions of Oracle product documentation.  
[oracle.com/publications](http://oracle.com/publications)

#### **Online Newsletters**

Your username is your e-mail address. If you don't have a password, click "Sign Up" to create one.  
[oracle.com/goto/subscriptions](http://oracle.com/goto/subscriptions)

### **Oracle Customer Successes**

Find out how other customers are using Oracle products, with success stories, videos, press releases, and magazine articles.  
[oracle.com/customers](http://oracle.com/customers)

### **Oracle Strategic Acquisitions**

By combining with strategic companies, Oracle strengthens its product offerings, accelerates innovation, meets customer demand more rapidly, and expands partner opportunities.  
[oracle.com/corporate/acquisition.html](http://oracle.com/corporate/acquisition.html)



## Services At-a-Glance

### Support

Product enhancements and updates, lifetime support, and self-service support Web sites, such as *OracleMetaLink*, Oracle's PeopleSoft Customer Connection, Oracle's Siebel SupportWeb, and Oracle Advanced Customer Services.

[oracle.com/support](http://oracle.com/support)

### Oracle E-Delivery

Download your licensed Oracle software.  
[edelivery.oracle.com](http://edelivery.oracle.com)

### Education

Oracle University offers up-to-date training courses created by Oracle experts to help you gain the cutting-edge skills and knowledge needed to succeed in your career.

[education.oracle.com](http://education.oracle.com)

### Oracle Consulting Services

Attain significant business value and predictable business outcomes from your Oracle investment. We'll engage with you according to your needs—whether you require Oracle as the prime contractor, partner-led resources, staff augmentation, or leveraged technology experts.

[oracle.com/consulting](http://oracle.com/consulting)

### Oracle PartnerNetwork

An ecosystem of more than 17,700 partners worldwide, delivering solutions that address your business needs across the broadest range of geographies, functionalities, and industries.

[oracle.com/partnerships](http://oracle.com/partnerships)

### Oracle On Demand

Let Oracle manage your software so you can focus on your core business.

[oracle.com/ondemand](http://oracle.com/ondemand)

### Customer Programs

Get the most out of your relationship with Oracle by helping us understand your opinions, support your goals, and celebrate your successes.

[oracle.com/customers](http://oracle.com/customers)

### Oracle User Groups

Networking, knowledge sharing, advocacy, and education.

[www.iouc.org](http://www.iouc.org)





**Oracle Corporation**

***Worldwide Headquarters***

500 Oracle Parkway  
Redwood Shores, CA  
94065  
U.S.A.

***Worldwide Inquiries***

Phone

+1.650.506.7000

+1.800.ORACLE1

Fax

+1.650.506.7200

[oracle.com](http://oracle.com)

Copyright © 2007, Oracle Corporation and/or its affiliates. All rights reserved. Published in the U.S.A. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.