C3 Cloud Administration Assistant

Benefits
♦ Proactive planning
♦ Extra Set of Eyes
♦ Do Be Surprised
♦ Follow a Process
♦ Extend Your Staff
♦ Proactive Issue Resolution

Overview

C3's Cloud Administration Assistant is designed to better serve our Oracle Cloud customers. For some clients, they have no inhouse administrator for the Cloud service coordination/requirements by Oracle. Others just want an extra set of eyes and/or reminders to stay ahead of the Oracle tasks needed to administer their Oracle Cloud Software.

We provide you with options based on the desired C3 help/participation level.

Key Features

- Proactive planning and scheduling of Oracle mandatory patching and upgrades.
- Knowledge of the Oracle Administration Process
- Setup and maintenance of your Oracle Administration options and allowed changes
- Light to medium project management of patching and/or upgrade testing
- Scheduling Prod to Test (P2T) Clones.
- Sample test scripts for upcoming patching and upgrades.
- Test list management software using C3's TMS system
- Proactive issue resolution of know issues
- Monitor/Manage your Critical Oracle SRs and as needed develop workaround strategies

Prerequisites

- C3 is a Cloud Admin for your SAAS software
- Minimum of a T&M Support arrangement, or PMP Support with C3

Assistance Models

Model	Description	Starting Cost per Month
Basic	C3 will forward reminder emails to your delegated group.	$ -
Silver	C3 will proactively plan patching & upgrades with your designated project manager and assist with P2T strategy & scheduling.	$ 500.00
Gold	C3 will perform the Silver model plus provide assisted project management, test lists, proactive issue resolution and as needed/available Oracle rescheduling. Assistance in managing P1 Oracle service requests.	$ 1,500.00

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