

## Overview and Frequently Asked Questions

# Oracle PartnerNetwork Multi-Vendor Support Program (MVSP)

### What is the Multi-Vendor Support Program?

The Multi-Vendor Support Program (MVSP) facilitates seamless collaboration between Oracle Global Customer Support and our partners to resolve mutual customer support-related issues, which may involve more than one vendor's product. The program strives to eliminate "finger-pointing" when a mutual customer raises a multi-vendor support issue. Rather than sending the customer back and forth between each vendor, Oracle and participating partners agree to directly collaborate to resolve the issue, thus enhancing the overall focus on customer satisfaction.

The industry-leading Multi-Vendor Support Program helps customers utilize industry best practices and eliminates the time-consuming effort and costs associated with creating separate cooperative support agreements (CSAs) between Oracle's many third-party vendors. The Multi-Vendor Support Program consists of the following components:

- Oracle PartnerNetwork (OPN) MVSP benefit
- Technical Support Alliance Network (TSANet) agreements
- Original equipment manufacturer (OEM) agreements

### Oracle PartnerNetwork MVSP Benefit

The OPN MVSP benefit allows partners who are members of OPN to initiate direct collaboration with Oracle on mutual customer issues through the established OPN infrastructure. This benefit is available to all OPN partner levels (Partner, Certified Partner, and Certified Advantage Partner). Although this benefit is intended for partners who are not members of TSANet, partners who are members of TSANet can also participate in this benefit offering.

### TSANet Agreements

Some of our partners initiate collaborative problem solving through the TSANet process. TSANet is a network of vendors that have agreed to collaborate when a multi-vendor support issue arises between participating vendors. Oracle has been a

Sponsor member of TSANet since 1993. TSANet membership allows Oracle and other members to contact each other to resolve mutual customer issues involving multi-vendor solutions. Each member organization has a defined process for engaging participating vendors through TSANet. Oracle and participating vendors collaborate through the TSANet portal using the established process to facilitate mutual customer issue resolution.

### OEM Agreements

The OEM agreements are used in embedded technology situations where Oracle establishes a different support collaboration model with participating vendors.

### Why is multi-vendor support collaboration important?

In today's complex environments, which often involve multiple integrations, customers have come to expect seamless support when issues arise that involve more than one vendor's solution.

### Where can I get more information about the OPN Multi-Vendor Support Program?

For more information on the Multi-Vendor Support Program, please visit the OPN [Multi-Vendor Support Program](#) page or contact the MVSP team at [MVSP\\_Assistance\\_ww@oracle.com](mailto:MVSP_Assistance_ww@oracle.com).

### As a member in Oracle PartnerNetwork, what benefits will we and our customers receive?

As part of your OPN benefits, you will be provided with an industry-recognized collaborative support program that allows you to offer better support services to your end customers and improve your overall collaboration with Oracle Global Customer Support.

### MVSP Value Proposition for Partners:

- Deliver seamless, comprehensive support to mutual end customers
- Leverage an industry-recognized collaborative support process
- Reduce costs from not having to create and maintain a traditional cooperative support agreements
- Engage with Oracle Global Customer Support using a consistent, collaborative support process
- Reduce training commitment by not having to pursue in-depth training for Oracle products for which a customer already has an active support contract with Oracle

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- Achieve practices that align with many industry support certifications
- Improve time to delivery of support services
- Reduce frustration and enhance customer satisfaction

### **MVSP Value Proposition for Customers:**

- Enhance support value for multi-vendor implementations
- Accelerate time to implementation for multi-vendor solutions
- Reduce risks and costs associated with owning multi-vendor solutions
- Improve response by having all parties involved in the collaboration
- Reduce frustration and enhance support satisfaction

### **How does the MVSP benefit enable Oracle partners?**

Partners will have a consistent, collaborative support process by which to engage with Oracle Support to facilitate resolution for mutual customers' support-related issues. This process will enable partners to deliver seamless, comprehensive support to end customers and avoid redirecting customers from one vendor to another to resolve a suspected multi-vendor support issue.

### **What are the requirements to participate in this benefit?**

Participation in the OPN MVSP benefit is subject to the requirements outlined below. Failure to comply with these requirements may result in termination of the partner's participation in the MVSP benefit. These requirements are subject to change at Oracle's discretion.

### **Requirements for OPN MVSP Participation:**

- Partner must be a current OPN member in good standing
- Partner must apply and receive confirmation of acceptance
- Partner must be accepted into the [Product Focus Area \(PFA\)](#) for the product on which they wish to collaborate
- Partner must have a published profile in the [Oracle PartnerNetwork Solutions Catalog](#)
- Partner must complete the eSeminar [MVSP Overview](#) training
- Partner must have a customer that has an active Oracle support agreement

### **Requirements for OPN MVSP Collaboration with Oracle Global Customer Support:**

- Partner must agree to collaborate with Oracle, including, but not limited to, diagnosing and troubleshooting mutual customer-reported issues involving the partner's solutions
- Partner must follow specific product focus inbound contact instructions as posted on the OPN portal to engage Oracle in collaboration
- Partner must use the MVSP-specific support identifier number assigned to their company when contacting Oracle under the MVSP
- Partner must provide the mutual customer's support identification number when opening a service request to allow Oracle to verify the mutual customer involved in the collaboration
- Partner must respond to all requests from Oracle (within their published hours of operation) based on the following severity levels, as defined in [Oracle's Technical Support Policies](#), which are subject to change at Oracle's discretion:
  - Severity 1: within 1 hour
  - Severity 2: within 2 hours
  - Severity 3: within the next business day
  - Severity 4: within the next business day
- Partner must provide and maintain standard contact instructions for Oracle to use when contacting the partner
- Partner must provide and maintain escalation instructions for Oracle to use when escalating a mutual customer issue to the partner

### **Is this offering available globally?**

Yes, this program is available on a global basis.

### **How do I apply for the OPN MVSP benefit?**

Click [Join Now](#). Complete all the questions and click Submit. You will receive an automated response indicating that you will be contacted within 15 business days. To prevent possible delays when collaborating on a mutual customer issue, you are encouraged to apply and receive approval for this benefit before the need arises.

### **Under what circumstances could a partner be declined?**

A partner may be declined if it is unable to meet established criteria identified in Oracle's OPN [Multi-Vendor Support Program](#).

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### Do I need to execute an additional agreement to participate in the OPN MVSP benefit?

No, this benefit is covered under the partner's standard OPN agreement.

### Are software/development licenses a part of this offering?

No.

### What information is available on the OPN portal for this benefit?

Partners can access additional information using the following links (subject to change).

- [Multi-Vendor Support Program](#) (OPN > Support > Learn About Support Offerings and Benefits > Multi-Vendor Support Program)—general program information, participation requirements, and benefits including
  - Program overview
  - Value proposition to partners
  - Value proposition to customers
  - Requirements for participation
  - Requirements for collaboration with Oracle Global Customer Support
  - Inbound support process flow
  - Outbound support process flow
  - Join now
  - Getting started
  - Questions
  - Contact information
- [Program Resources](#) (OPN > Support > Learn About Support Offerings and Benefits > Multi-Vendor Support Offering (MVSP) > individual links identified below on the right-hand side:
  - **MVSP Program Datasheet**—general program information, guidelines, and benefits
  - **MVSP Participation Requirements**—specific participation requirement information
  - **eSeminar MVSP Overview Training**—required partner-specific training
  - **MVSP Press Release**—coming soon
  - **MetaLink Inbound Contact Instructions (PDF)**—instruction on how to engage with Global Customer Support
  - **PeopleSoft Partner Connection Inbound Contact Instructions (PDF)**—instruction on how to engage with Global Customer Support
- **Oracle Premier Support Offering**—general overview of the Oracle Premier Support Offering on oracle.com
- **Oracle's Technical Support Policy Document**—Oracle's Technical Support Policy on oracle.com
- **Join Initiatives**—general information on all Oracle partner initiatives
- **Contact Us**—MVSP contact info

### Do I need a support identifier to engage Oracle for collaboration on a mutual customer issue?

Yes. You can obtain a unique, MVSP-specific support identifier when you apply and are approved for the OPN MVSP benefit. You can use this unique identifier to engage with Oracle on behalf of any mutual end customer.

You can also engage with Oracle on behalf of a customer by utilizing the customer's support identifier to collaborate on a multi-vendor support issue. However, the customer must grant you access to their support identifier if you wish to view the logged service requests on the Oracle support portal.

### What if I already have an OPN CSI (customer support identifier)?

You must still obtain a unique MVSP-specific support identifier to take advantage of the MVSP if you are collaborating with us on behalf of a mutual customer and are not using the customer's support identifier.

