

JOIN FORCES WITH ORACLE IN THE MULTI-VENDOR SUPPORT PROGRAM

ENHANCED SUPPORT VALUE

Partners can participate in this program as part of their existing Oracle PartnerNetwork benefits package without incurring additional costs.

ACCELERATE IMPLEMENTATIONS

By engaging directly with Oracle on multi-vendor support-related issues, partners can accelerate the time to implementation of a customer's multi-vendor solution, which helps customers maximize their investment in complex environments.

COST-EFFECTIVE

Oracle makes it easy and cost-effective to establish collaboration between ourselves and our partners by eliminating use of traditional separate cooperative support agreements, which are expensive and time-consuming to maintain.

IMPROVED RESPONSE

By working with all parties involved in a multi-vendor support-related issue, partners can improve response to the customer by obtaining the recommended resolution directly from Oracle.

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 overall focus of this program is to enhance the level of customer satisfaction by minimizing any possible conflicts for a mutual customer. Oracle's MVSP is available to all eligible members of the Oracle PartnerNetwork (OPN).

Program Benefits

To better implement industry best practices and eliminate the costs and time-consuming effort associated with creating separate cooperative support agreements between Oracle and our partners, Oracle includes the Multi-Vendor Support Program as a value-added service for our partners that are members of OPN. Partners receive the following benefits from this program:

- The ability to deliver seamless, comprehensive support to mutual end customers
- An industry-recognized collaborative support process
- Reduced costs from not having to create and maintain a traditional cooperative support agreement
- A consistent, collaborative support process by which to engage with Oracle Global Customer Support
- Reduced training commitment from not having to provide in-depth training for Oracle products for which a customer already has an active support contract with Oracle
- Achieve practices that align with many industry support certifications
- Improved time to delivery of support services
- Reduced frustration and enhanced customer satisfaction

In order to serve the customers covered under **Oracle Premier Support**, Oracle established participation requirements that enable us to collaborate with our partners. Participation in the MVSP is subject to these requirements. Failure to comply with these requirements may result in termination of the partner's participation in the MVSP. These requirements are subject to change at Oracle's discretion.

ENHANCE CUSTOMER SATISFACTION

This program leverages Oracle's and the partner's respective expertise for our mutual customers' benefit to drive high levels of customer satisfaction.

Requirements for Participation

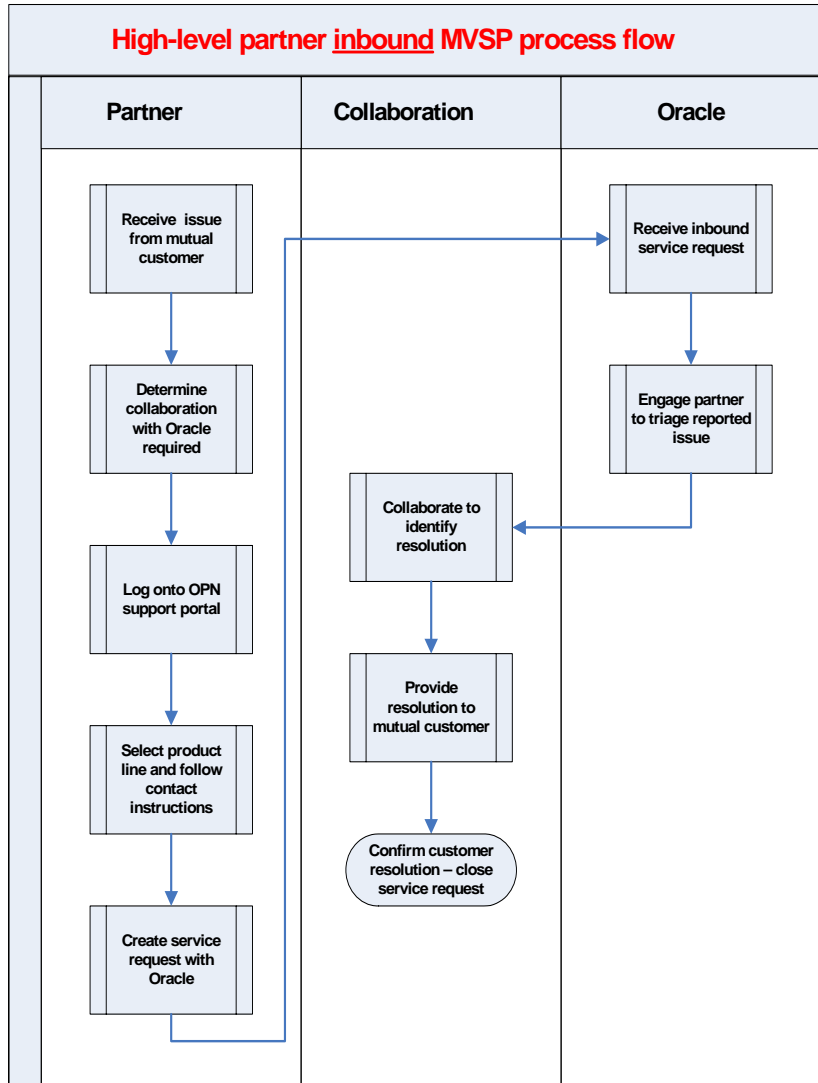
- Partner must be a current OPN member in good standing.
- Partner must apply to participate and receive confirmation of acceptance.
- Partner must be accepted into the [Product Focus Area\(s\)](#) for the product on which they wish to collaborate.
- Partner must have a published profile in the [Oracle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

Requirements for Collaboration with Oracle Global Customer Support

- Partner must agree to collaborate with Oracle, including diagnosis and troubleshooting, mutual customer-reported issues involving the partner's products.
- 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 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](#):
 - 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 information and instructions for Oracle to use when contacting the partner.
- Partner must provide and maintain escalation instructions for Oracle to use when escalating a customer issue to the partner.

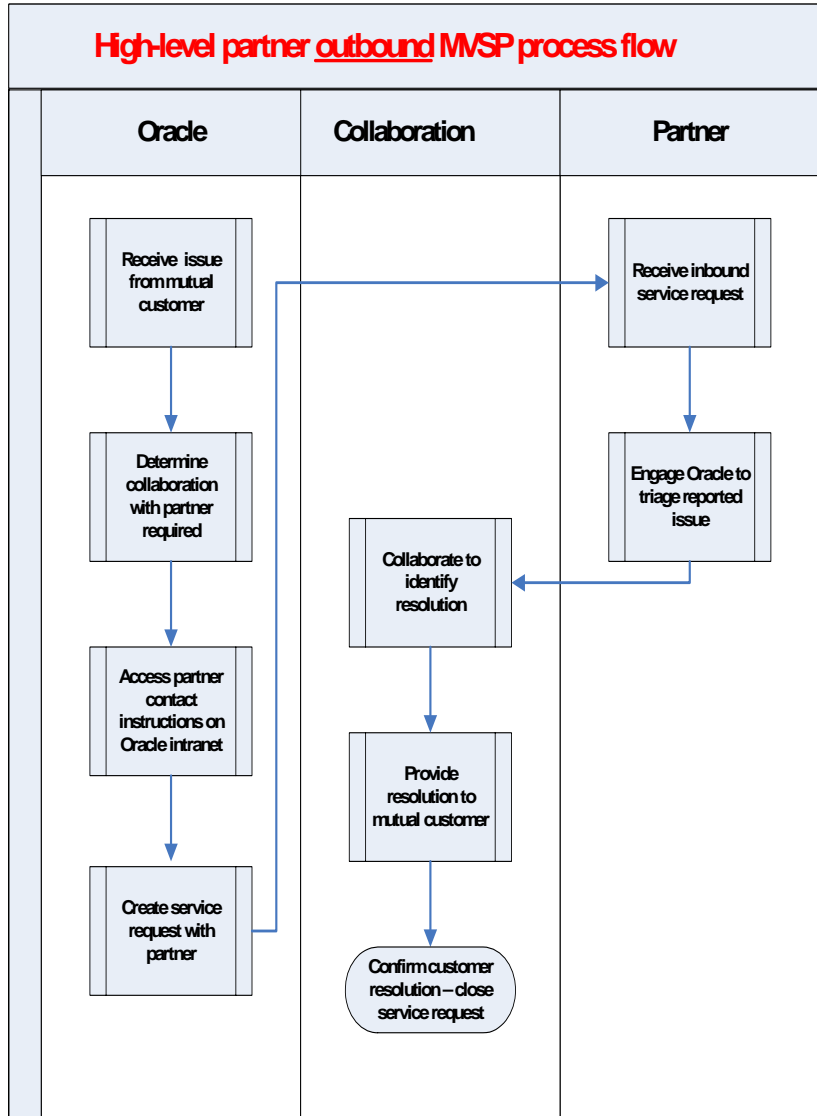
Inbound Process Flow

The following diagram provides a high-level overview of the process followed when a mutual customer reports an issue that requires the partner to collaborate with Oracle (“inbound”).



Outbound Process Flow

The following diagram provides a high-level overview of the process followed when a mutual customer reports an issue that requires Oracle to collaborate with the partner (“outbound”).



For additional information about the Multi-Vendor Support Program, please contact us at mvsp_assistance_us@oracle.com or visit the [Multi-Vendor Support Program](#) page on OPN (OPN > Support > Learn About Support Offerings and Benefits > Multi-Vendor Support Program).