SPINNAKER
SUPPORT

The Skeptic's Guide to Oracle Third-Party Support

Table of Contents

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It's okay to be a skeptic.

Skeptical [skep-ti-kuhl]
Having an attitude of doubt; doubting a particular thing; mistrustful; suspicious.

We all know skeptics. Whether family, friends, or fellow employees, these usually vocal individuals may be suspicious of certain topics or just about everything. It's natural to question ideas and processes, especially when so many of us are uncomfortable with the new or unfamiliar. The challenge for a skeptic is to express reservations but also remain open to explanations that can neutralize doubts.

Here at Spinnaker Support, we often speak with skeptics of third-party support. After all, it's very different from Oracle's traditional support model. You may be a third-party skeptic yourself, or you may have a few on your team. We see this as beneficial, because it's important to ask revealing questions as part of any due diligence process for a technology partner.

Alternative software support is not a new fad or innovation. The market has existed for over 15 years, and the top providers deliver award-winning support through experienced teams and established processes. Gartner has recognized the importance of the market and publishes an annual Market Guide for independent third-party support.[i]

While individual vendors will vary in quality and culture, the overarching proposition is essentially the same: a rejection of Oracle's expensive, semi-automated support through a return to personalized, comprehensive services at a fair price.

We meet with skeptics of third-party support all the time. Our most productive conversations with prospective customers often begin with their healthy dose of skepticism. Questioning the fundamentals usually drives a more open discussion and eventually leads to more informed and satisfied customers.

Direct Answers for Direct People

We know that skeptics want straightforward, honest, and fact-based answers. It's why we appreciate them! But not everyone has the time or desire for a long conversation. With all that in mind, we created this Skeptic's Guide as a shortcut to help educate a wider audience.

The guide addresses 15 of the most common questions we hear from prospective customers – ones that you may have as well. Throughout this guide, we offer more resources and recommendations to help you determine if third-party Oracle support is a good fit for your organization.

If you are a third-party skeptic, this guide is for you. We'll avoid flowery jargon or business buzzwords and instead will drive home our points through facts and the words of our customers. If you're not a skeptic yourself but have one or more on your team, please share this guide with them. You will find additional advice at the end to help win them over.

NOTE: While we're proud to represent the third-party (or independent) software support market, we do not speak for any vendor other than ourselves. Those providers may – or may not – answer the same questions in a different fashion. Therefore, the answers contained in this guide only reflect our own perspective and cite our own resources, processes, and statistics as evidence.

Questions Addressed in This Guide

1. Is third-party support legal and accepted by the market and Oracle?
2. Who can provide better support than the publisher who wrote the software?
3. How can you offer a higher quality of support than Oracle does?
4. How can you guarantee a faster response than Oracle?
5. How can you lower the cost and improve support quality?
6. How can you provide support if you're not in my country?
7. Won't our productivity suffer if we can't access My Oracle Support?
8. Won't we lose all our upgrades?
9. If you can't offer security patches, how can you protect my applications?
10. How can a third-party resolve issues without access to the Oracle source code?
11. How do you handle customizations?
12. Won't we fall behind in our global tax and regulatory compliance?
13. Won't my Oracle relationship suffer if I leave Oracle Support?
14. Isn't all this just begging for an Oracle Audit?
15. My employees will be unhappy without Oracle.

Answers for the Skeptics

Is third-party support legal and accepted by the market and Oracle?

If you mention third-party support to Oracle, they will gladly mention that Oracle has been embroiled in multiple lawsuits with another third-party support provider (the details of this are easy to research online). Oracle actively litigates for competitive advantage, and your contacts are likely to insinuate that alternative support may not be legal.

In fact, court documents from these suits and a research paper published by Gartner[ii] affirm that there is no legal reason why a third-party cannot provide vendor replacement support for Oracle customers. Executives from Oracle have publicly acknowledged that third-party support is legally viable, as long as the intellectual property (IP) rights of the software publisher are respected and observed.

So, when it comes to legal risk, you're right to have some skepticism because not every third-party vendor follows the same policies. Since inception in 2008, Spinnaker Support has delivered Oracle support the right way to over 1,200 customers. We understand precisely what practices and processes have been deemed unlawful and have always taken great precaution to deliver support that observes and respects Oracle's IP rights.

When assessing vendors, set aside time to discuss how the firm's processes and practices conform to Oracle's IP and copyright requirements. For example, every process at Spinnaker Support is ISO-2001:2015 certified, highlighting our strong commitment to transparency and quality management principles. We have proven that third-party support is a safe alternative to Oracle-provided support.

Who can provide better support than the publisher who wrote the software?

Oracle wants you to ask us this question, because they want you to believe that they are superior in all aspects of their business. In fact, product development and technical support are two separate Oracle divisions, and to our knowledge, Oracle has never proven that they're equally strong in both areas.

Dissatisfaction with Oracle support – it's pricing, responsiveness, automation, and coverage – is what has driven thousands of global organizations of all sizes to switch to third-party vendors. **Gartner has predicted that the increasingly popular third-party software support market will triple by 2023 to over $1 billion.[iii]**

Many Oracle customers are frustrated by the fact that if Oracle really wanted to, it could return to lower fees or more personalized support. But as a software company, Oracle has moved on to new objectives. It's using the high-profit margins from your on-premise support fees to develop the next generation of cloud technologies, not improve your current experience. Their goal is to lock you into their roadmap, not to support you on your existing software.

So, who can provide better support than Oracle? A company whose sole business focus is delivering outstanding support. **That's Spinnaker Support.**

Our IT team was receiving only cursory responses from Oracle support regarding open service requests. Bug fix issues we reported would go months with no response or progress from Oracle. Layne had to continue to hire contractors to develop their own fixes or enhancements to existing functionality. Our current JD Edwards support provided by Spinnaker Support is far superior, and we love our dedicated team that we can always rely on."

—Sherry Hunyadi, Vice President of IT, Layne Christensen – Read the Case Study

How can you offer a higher quality of support than Oracle does?

Oracle's support is governed by their strict Lifetime Support Policy[iv], which features tiers of service ranging from Premium to Sustaining Support. Many customers have more than two-thirds of their estate under Sustaining Support. That means, for the majority of their Oracle software, they no longer receive new bug fixes, security patches, or tax and regulatory updates. Not good.

Many IT teams are already frustrated by the limits of Oracle support. These include no support for custom code (where most support issues originate), partial coverage for interoperability, shallow security protection delivered in the form of patches, and the need to justify why certain issues should be considered the highest priority (P1) issues. End users often settle for working with unsolved minor bugs that will never be patched, or they develop their own customizations to address issues in the base software.

In contrast, third-party Oracle support takes a "support driven" approach that emphasizes customer service over software development or astronomical profit margins. Under a standard contract, Spinnaker Support will cover your entire Oracle application footprint, including database, middleware, and business apps.

Here is why we provide more comprehensive support than Oracle:
 1. **Extended Coverage:** Standard support includes break/fix service, interoperability, customizations, security and vulnerability management, global tax and regulation compliance, and sound technology advice. Our goal is to resolve the issue, no matter what the source.
 2. **Faster Response:** Third-party support focuses on diagnosing and solving issues quickly, responding to issues in minutes, not hours or days (see the next section for more).
 3. **Lifetime Support:** We will support whatever versions you're using for as long as you need.
 4. **Shared Ownership:** We deliver far more personalized support through an assigned team of senior engineers that know you and your technology stack.
 5. **Highly Qualified Engineers:** We hire only the best in the business, with an Oracle engineering team that now averages 20+ years of software experience.
 6. **Cross-Departmental Teamwork:** When a technical issue requires individuals on separate teams, our processes are designed to quickly alert whoever is required to weigh-in on the solution.

> We like the ease of use, the ease of opening tickets, and the ability to escalate when needed. Spinnaker Support often responds within two minutes of our logging an issue, and the support skillset with Spinnaker Support has been so much better. Early on, we had a problem with Siebel that we had not been able to fix for over a year. After transitioning, Spinnaker Support just jumped in and resolved it."
>
> —Craig Greenholt, ITC VMO & IT Infrastructure Architect, Lexmark – Read the Case Study

Third-party Oracle support providers have different business objectives than Oracle. Of course, increasing revenue and profitability are important, but third-party providers like Spinnaker Support focus on the quality and value of service. Profits are promptly reinvested to improve service quality and breadth for the software you currently own, not the cloud software you may eventually own.

How can you guarantee a faster response than Oracle?

Oracle-provided support is notorious for its slow replies to Service Requests (SRs), which can take hours or days. Most products do not even list SLAs, and they qualify those as merely guidelines.[v] Third-party software support is a live, global service that guarantees fast service with 24/7/365 availability. Say goodbye to time-consuming searches through My Oracle Support.

The Spinnaker Support SLAs mandate a quick response, which for Priority 1 and 2 issues means less than 15 minutes. In fact, we treat every issue with the urgency of a P1, and **our actual response time for *all* priorities is usually five minutes or less.** Escalations can occur at any point and may be initiated by users, support staff, or management.

Just as important as a fast response is a shorter time to issue resolution. We've designed ISO-certified processes and deployed modern communication technology that ensure that every ticket is successfully resolved in a timely manner. We use a single IT Service Management System (ITSM) for all ticket types, which provides consistent tracking, detailed reporting, and transparency for the customer.

We've also eliminated the types of barriers between operations and development that often slow Oracle's response times. We practice *shared ownership* across all departments – engineering, security, GTRC, development, interoperability – and this enables the kinds of cross-functional teamwork critical to solving complicated issues.

> Spinnaker is an amazing third-party support provider service that helps in providing accurate and responsive solutions to customers. It supports multiple solutions like JD Edwards, Oracle FM, Oracle EBS, and much more. It provides a response with high priority and provides instant solutions."
>
> —Services Industry, <u>Read the full Gartner Peer Insights review!</u>

How can you lower the cost and improve support quality?

It's easy to be skeptical when a deal sounds too good to be true. And when you've become numb to the high annual price of Oracle support, the idea of better service for less expense sounds either like a pipe dream or a loss leader for the service provider.

In fact, it's not difficult to offer service at a reasonable price when Oracle is overcharging for support. When it comes to pricing, our starting point for support is 50% of your current Oracle support spend. This is rationalized further for idle software, or shelfware, and unused licenses. All told, this bottoms-up pricing leads to an average savings of 62% – 67% with Spinnaker Support.

The higher quality that we described earlier in this guide is simple to explain. We simply focus on building the kind of services we would want ourselves:

- We hire experienced support engineers who are smart, courteous, and actually care about solving your technical problems.
- We construct efficient internal processes that focus on transparency, accountability, and shared ownership.
- We deploy modern technology to track issues, communicate with customers, and facilitate the fastest resolution.

In other words, we put a great deal of thought into how to provide excellent service for a fair price. We align our services to your individual needs, so you only pay for what you use.

And we reinvest our profits back into operations to ensure that they are as high in quality as possible. Our end goal is to work with our customers as trusted partners for the long term.

How can you provide support if you're not in my country?

While many organizations prefer local support resources, the industry no longer works that way. Today almost all support consists of offsite engineers who assist your needs through email, phone, chat, and virtual conferencing. With the right infrastructure, established processes, and talented engineers, a business can provide quality, cost-effective global support from just about anywhere and at any time of day.

So why do companies remain skeptical about support performed from outside their country? Most likely because what they actually want is the assurance of a fast response in their preferred language(s) during their established business hours. The real concern is not where the remote support originates but how effective it is.

RESOURCE
<u>7 Steps to Evaluating a Third-Party Software Support Vendor</u>

Not all support vendors can promise this, but Spinnaker Support can. We offer effective support worldwide through stringent SLAs (see the previous question on fast response) and a highly connected global network of engineers located in eight regional offices and speaking more than 14 languages. We handle all tickets from wherever they are sent and at whatever time they arrive. If a customer has a need for a specific specialty in a specific country, we will hire for that need.

Spinnaker Support provides an exceptionally high level of local support at an attractive price point and has quickly evolved into a natural extension of our own internal IT team. They consistently display in-depth Oracle application knowledge as pertains to our unique environment."

—Raz Bartov, CIO, Partner Communications – Read the Case Study

Won't our productivity suffer if we can't access My Oracle's support?

Oracle is proud of its 40+ years of delivering software support. But that service is not what it was even a decade ago. Longtime Oracle customers have seen Oracle support devolve from what was live, responsive service with Oracle engineers to a reliance on self-guided research on the My Oracle Support (MOS) web portal.

As Oracle charges you more for support every year, they have shifted the heavy lifting of problem resolution to your staff. So in a way, your productivity is already suffering – from poor publisher support. When you do not renew products with Oracle's support program, you can no longer access MOS for information on those products. This may cause fear of loss for DBAs, analysts, and other users because Oracle has trained them to see MOS as the primary source for assistance.

But what are they really losing? MOS is designed to help self-diagnose and resolve issues, but the automated, one-size-fits-all approach often leads to frustration and extended delays. For example, MOS offers little-to- no assistance for interoperability and custom code issues, and there are often no updates available for older releases. Requesting on-demand assistance from a live engineer is difficult to impossible.

Third-party support improves productivity and the quality of support because it replaces MOS with on-call, personalized, "concierge" service from an assigned team of senior engineers, not an account manager. This team knows you and your technology stack and takes immediate responsibility for researching and resolving an issue or request. When your Oracle users and IT team no longer have to sort through the clutter of MOS, they can stay focused on their daily and strategic priorities.

During onboarding with Spinnaker Support, we further eliminate the need for MOS by:
1. **Performing a detailed knowledge transfer.** We review your unique application environment, technology stack, ticket history, geographic footprint, IT staff capabilities, and more. Spinnaker Support uses this information to assign you a team of engineers who understand your particular needs and can provide the fastest possible response.
2. **Building you an accessible archive.** Our team downloads a searchable archive of files and information that you are legally entitled to from MOS to your network. See the next section for additional detail.

Won't we lose all our upgrades?

Oracle's priority for innovation is very much focused on its new cloud and digital transformation solutions. Thus any upgrade is not an upgrade in the historical sense, is generally not included as part of your annual maintenance and support fees, and will typically involve a complete relicensing and reimplementation event – usually at great expense to you.

Upgrades for perpetual licenses are limited, with often poor value propositions. The Continuous Innovation model only covers a subset of products, offering a slow drip of incremental improvements over a long period of time. Many companies that switch to third-party support have made the conscious decision to remain on their stable version and avoid spending budget and resources on upgrades that would deliver minimal advantage.

It is true that you will lose your access to the publisher's support site. However, as we mentioned in the previous section, Spinnaker Support provides customers with an archive of the legally entitled Oracle patches and upgrades that were available up to the end date of your publisher support. Going forward, you can retain, access, implement, and use these upgrades as needed.

Spinnaker Support has performed this service for hundreds of customers, using an ISO 9001:2015-certified archiving approach and ISO 27001:2013 processes for data security. Other vendors who have not respected Oracle's IP and copyrights are legally banned from creating archives for customers.

Additionally, Spinnaker Support offers managed services and project-based consulting. If there's new functionality you need, our team can help.

If you can't offer security patches, how can you protect my applications?

Perhaps the most common concern of skeptics is security because Oracle will not provide security patches to customers who cancel support. We are asked whether we have the ability to provide adequate software and application security. Oracle says we cannot because only it can access the source code and find and address existing bugs or vulnerabilities within its own software. While this argument is true concerning the code, it is misleading at best concerning overall protection.

In fact, proper security is multi-layered and complex, and not a reactive, one-size fits all patching model. Spinnaker Support deploys a Seven-Point Security Solution (described below) that allows us to personalize our approach to address each specific issue in its unique environment. Here is why this is better than patching.

First, patches are far from perfect.
Oracle delivers security patches quarterly to address critical vulnerability exposures (CVEs). These Critical Patch Updates (CPUs) have issues themselves: they are reactive, expensive to implement, block only known threats, come well after a vulnerability has been actively exploited or discovered, and may not be successful.

For the twelve months of patches between 2Q19 to 1Q20, 22 of the 67 Database patches (33%) were repeats of previous patches going back to 2016 that did not originally fix the issue. Let's repeat that: **the vulnerabilities were not fixed, so the original Oracle patches needed patches.**

Second, patching is not always deployed well.
While it's best practice to deploy patches in a timely manner, many businesses fall behind or make the decision not to do it. Patching using Oracle's CVE approach can be costly, involve time consuming testing, and often result in unintended consequences, like issues with customizations.

You should know where your IT and security teams stand on this practice. Have they installed the latest CPUs? We often discover that the users who are most adamant about remaining on Oracle-provided support are not actively applying patches – they simply like the idea that patches are available if needed. This defeats the entire purpose of patching!

That is why full-stack security (Defense in Depth) is more effective.
Vulnerabilities and exposures now come from a variety of external and internal sources, so effective security must address the full technical stack. **True security is a process, not a patch.**

Spinnaker Support's global security team adheres to a Seven-Point Security Solution that covers the core security concepts of Discover, Harden, and Protect and comes standard with support at no extra cost.
This approach combines timely fixes, configuration changes, or other operational workarounds to remediate any security issues you encounter (we call these "compensating controls"). The security solution can include products for virtual patching, intrusion detection, and prevention services like proactive monitoring.

Does this approach work? When we recently surveyed our customers on this topic, over 98% of respondents indicated that our security and vulnerability protection is at least as good or better than that delivered by the publisher.[vi]

Important Note: Oracle does not provide patches for versions on its Sustaining Support. Security concerns don't lessen when Oracle decides to strip you of patches, so moving from Sustaining Support to our third-party support is a clear win for your security efforts.

RESOURCE
Our security page and solution briefs on patching

How can a third-party resolve issues without access to the Oracle source code?
Before we answer, let's begin with a basic understanding in the difference between the two support models. As with any issue, there is always more than one way to solve the problem. What Oracle does – applying a patch at the binary code level – is certainly one of them. This takes time to develop and test, and it may or may not impact your customizations in an application.

Our engineers also review issues for the source and context of the problem. After considering the most applicable approach, they provide an equal or superior solution *based on how you are using the existing technology*. That can either be in the form of a patch from your archive – created for you during the onboarding process – or a software reconfiguration tailored for your specific needs and system requirements.

So this question is misleading. It is true that as the provider of the software, Oracle is the only vendor that is able to access the source code for the Oracle product and provide changes at the base or binary code level of the software. But they are not the only vendor that is able to perform root cause analysis of a newly discovered issue or vulnerability and provide a resolution.

For example, with break/fix type issues in database and other technology products, we triage the issue to understand exactly why it is occurring. Once we understand the exact source, we can develop a solution that causes the defective code not to be executed, effectively bypassing the bug or defect. The solution could be a parameter change, a change to application code (where possible), or even an execution plan changes to control the issue.

For security issues (see the previous question as well), our methodology and approach is to mitigate the vulnerability (i.e., make it non-exploitable) by focusing on hardening against the weakness rather than producing a code fix for the vulnerability. This approach protects the system more completely, especially against zero-day vulnerabilities. Oracle primarily focuses on resolving specific issues in the binary executables.

> Spinnaker Support engineers go above and beyond to resolve issues in a timely manner and helped us implement significant process efficiencies. The additional value of the advisory services has saved us time and afforded us substantial cost savings on consulting and implementation fees."
>
> —Deborah Jones, Merichem - <u>Read the Case Study</u>

How do you handle customizations?

Oracle support does not cover support issues that involve custom code – despite the fact that every product instance involves some level of customization. Oracle support engineers are instructed to stop working service requests until customers prove that the issue is not caused or impacted by customized code.

In so many words, Oracle is saying that if you mess with its out-of-the-box functionality, be prepared to fix it yourself. For the latest cloud products, Oracle strongly discourages the use of any customizations. **Third-party support is dedicated to working with customers to troubleshoot and resolve all issues, including when they are in custom code.**

At Spinnaker Support, we follow Oracle's best practices for code changes for customizations. During onboarding, we run a coordinated knowledge transfer between your team and ours to become familiar with your customizations prior to having to resolve technical issues. This is a clear example of how we deliver both comprehensive and personalized service.

RESOURCE
<u>Ticket Example: Resolving a Custom Code Issue in JD Edwards</u>

Won't we fall behind in our global tax and regulatory compliance?

Not true. Unlike Oracle, third-party vendors provide Global Tax and Regulatory Compliance (GTRC) data tailored to the customer's specific needs, delivering updates on a regular schedule to be less intrusive and easier to apply. At Spinnaker Support, we include GTRC updates as standard for the products that require them, no matter how old the software release.

Oracle typically supports its Premier and Extended Support customers – but not Sustaining Support – through massive GTRC updates that lack personalization for individual customers. These patches and updates are a one-size-fits-all approach to GTRC that requires additional work on behalf of the customer.

In comparison, Spinnaker Support keeps you compliant by delivering monthly and year-end updates tailored to your unique geographic reach and software environment requirements. Our GTRC team alleviates the challenge of changing tax, legal, and regulatory requirements by continually researching, monitoring, and gathering specific requirements from governing authorities in dozens of countries and all 50 U.S. states. We've designed our back-end systems and ISO 9001:2015-certified process to scale as we add new customers and jurisdictions.

You get timely and comprehensive updates, all designed to cover the breadth of tax and regulatory environment compliance issues and keep you compliant while minimizing the impacts of these changes to your systems. As a trusted partner, we work directly with customers to schedule and implement all required changes.

RESOURCE
Spinnaker Support's GTRC Offering

Won't my Oracle relationship suffer if I leave Oracle Support?

Even hint at leaving Oracle support, and your account manager will tell you it will damage or end your overarching relationship with Oracle. They may say you can't purchase new licenses or must pay reinstatement fees and penalties to re-engage. They certainly won't be happy about the lost revenues.

But ask yourself this: is your current relationship with Oracle all that wonderful? In all likelihood, they are slow to escalate support issues, aggressively pressing you to upgrade or move to the cloud, and refuse to alter their price structure to accommodate you on shelfware and unused licenses.

None of what Oracle says is true. Many Oracle customers that have switched to third-party support have successfully returned to Oracle when they were ready to upgrade to a new version or migrate to a cloud product. To date, we know of no Spinnaker Support customers who paid reinstatement fees. Everything is negotiable, especially when Oracle knows you're planning to invest even more in its products.

In fact, when returning to Oracle after several years, you're treated as a new customer. This puts you in a better future negotiating position than if you had stayed current on Oracle support. We recommend negotiating with the license sales rep and not the support sales rep to get the best possible deal.

Isn't all this just begging for an Oracle audit?

On average, Oracle customers can expect to be audited every 3-5 years[vii], so it's best to always be prepared in the event your organization gets selected at random. Trigger events can include mergers and acquisitions, failure to renew a Universal Licensing Agreement (ULA), lack of recent purchases, resistance to moving to the Oracle cloud, and a letter of intent to cancel Oracle support.

So yes, switching to third-party support is a known audit trigger, but contrary to what your Oracle account manager might say, it's pretty low down on the list. In the 2019 annual Spinnaker Support survey, 89% of responding customers reported that they were audited less or the same after switching to Spinnaker Support. Only 2% saw an audit increase, and the remaining 9% told us that it was too soon to tell if auditing frequency had changed.

RESOURCE
Will You Be Audited More After Switching to Third-Party Software Support?

That said, it is very important to review your Oracle contracts (original, renewed, and amended) to understand specific terms and clauses. If you have virtual environments, you must understand how they are configured and how, or if, they utilize Oracle programs. You also need to determine if there are any unlicensed Oracle products or features that were inadvertently activated. Spinnaker Support has experience and partners to help with license review and compliance.

My employees will be unhappy without Oracle.

Okay, so not a question, but we do hear this, usually from leadership, not hands-on users. Why? Because very few customers love Oracle support, even those whose careers are tied to Oracle products. They are already unhappy with slow responses, lack of escalation, and time wasted self-researching issues. You will always have employees who dislike any change, who prefer "the devil I know," and don't care how much it costs the organization each year.

But how do Spinnaker Support's customers feel about our Oracle services? In their words:

"Spinnaker is an amazing third-party support provider service that helps in providing accurate and responsive solutions to customers." (Full review)	"They have a deep understanding of the tools and they are very much able to deliver unrivaled technical support." (Full review)	"My points of contact are always very helpful, knowledgeable and very efficient. We have developed an awesome working relationship." (Full review)

These are direct quotes from independent, verified reviews posted on the Gartner Peer Insights review site.
In dozens of published reviews, you can read why actual customers prefer our services. It is highly likely that, just like you, many of these individuals started out as third-party support skeptics. Remember that while third-party support is a direct replacement of Oracle support, it is an entirely different model – support-driven versus software-driven.

Recommendations for How to Win Over Other Skeptics

So maybe we've won you over with our responses or you weren't a skeptic from the start. If you're a third-party support champion, then you still may have to sell this to your Oracle user and IT team.

Here are some suggestions that have worked for other organizations:

1. **Start early to identify the skeptics.** Each department or individual may have a separate set of concerns. The sooner you can identify these, the more time you'll have to address them. Companies that do not convert skeptics soon enough may miss contract deadlines and even see their support initiative stumble or fail.
2. **Understand how much – or little – your team has been actually using Oracle support.** Gather a two- to three-year history of tickets issued to Oracle (types, priority level, etc.). This data can support your cost/benefit analysis, substantiate claims of poor support, and be used for the third-party support discovery phase.
3. **Be familiar with your Oracle software licensing.** As your procurement or sourcing department will tell you, Oracle contracts are nothing if not complex. Gather specifics of your software application landscape: product lines that are in scope, language requirements, countries requiring tax and regulatory updates, used versus unused licenses, etc. Know your rights, end-of-maintenance dates, and how to cancel precisely as contractually required by Oracle. This information will help eliminate surprises and build your case for leaving Oracle.
4. **Build consensus on what is most important to your organization.** Organizations that choose to move to third-party support fall into one or more categories: they want to sustain their existing products, they eventually plan to migrate to a new system, or they are in financial distress. Be clear on what the drivers are, and make sure that it's first and foremost in your discussions. This focus can counter minor concerns that skeptics can use to try to derail your decision.
5. **If it helps, just lead with price.** If you're struggling to win over skeptics, then focus on the hard cost savings and show them that it doesn't pay to be a skeptic! In fact, the IT department and organization can use these savings for what they most want, whether that's digital transformation, additional staffing, managed services, new IT initiatives, or simply applying the savings to improve the bottom line.
6. **Share this guide with everyone who needs it.** Whether they are in IT, legal, procurement, or senior management, you can win over the skeptics.
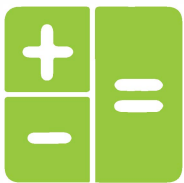
Still Looking for Answers?
Remember: It's okay to be a third-party support skeptic. If we haven't covered your particular area of uncertainty – or haven't answered one of the above questions to your satisfaction – feel free to search through our blog site. 🔗 We add new topics and examples to that forum on a weekly basis.

Or better yet, reach out directly and contact us for more information. 🔗 Our team is glad to provide answers to whatever you may want to know.
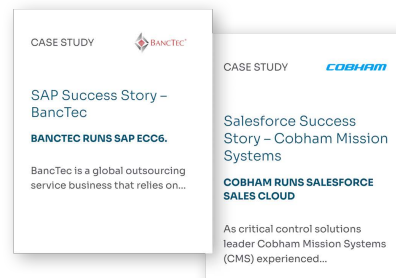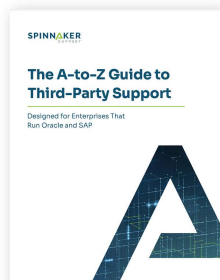
Additional Resources

Estimate your cost savings with our Online Calculator

Customer Success Stories

CASE STUDY   BancTec

SAP Success Story – BancTec

BANCTEC RUNS SAP ECC6.

BancTec is a global outsourcing service business that relies on...

CASE STUDY   COBHAM

Salesforce Success Story – Cobham Mission Systems

COBHAM RUNS SALESFORCE SALES CLOUD

As critical control solutions leader Cobham Mission Systems (CMS) experienced...

A-to-Z Guide for Third-Party Support

SPINNAKER

The A-to-Z Guide to Third-Party Support

Designed for Enterprises That Run Oracle and SAP

Gartner Peer Insights reviews constitute the subjective opinions of individual end-users based on their own experiences and do not represent the views of Gartner or its affiliates.

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[i] **"Market Guide for Independent Third-Party Maintenance for IBM, Oracle and SAP Software,"** Jo Ann Rosenberger, Rob Wilkes, Christopher Dixon, 2020

[ii] **"What Rimini Street and Spinnaker Support Are Doing to Support Oracle and SAP ERP Products,"** Pat Phelan, Rob Wilkes, 2016

[iii] **"Predicts 2020: Negotiate Software and Cloud Contracts to Manage Marketplace Growth and Reduce Legacy Costs,"** multiple authors, 2019

[iv] Oracle Lifetime Support Policy

[v] **"Oracle Software technical Support Policies"**

[vi] **"Will your Security Risk Change When Moving to Spinnaker Support Services?",** 2019

[vii] **"Navigating an Oracle Software Audit – Here's What to Expect,"** UpperEdge, 2020

   16

About Us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.

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