

## **Oracle. Standard technical support**

Standard technical support provided in accordance with Oracle rules for all countries.

Oracle Technical Support makes it possible to bring to the customer the technical resources of Oracle Corporation and the experience of technical support specialists around the world. RDTEX Technical Support Center for Oracle technologies has a sufficient number of highly qualified experts of Oracle Certified Professional level, OSM. It also has the necessary technical equipment and software, all major server and operating system platforms, multi-channel communication lines and broadband Internet. This makes it possible to simulate on test platforms situations that Oracle software users may encounter and to immediately help the Customer using remote access.

### **Technical support components:**

- Access to the technical support electronic information system includes:
  - access to the Oracle Support electronic information system
  
- Consulting:
  - a direct telephone line for consultations in Ukrainian, Russian and English with specialists of RDTEX Technical Support Center for Oracle technologies
  - e-mail consulting by the Technical Support Center specialists
  
- Obtaining technical information and/or additional software components (so-called patches) for overcoming and solving problems and errors detected in Oracle Programs
  
- Free updated minor versions of the supported Programs (updates) issued to ensure effective compatibility with new versions of operating systems
  
- Free new versions of supported products with enhanced functional capabilities (updates) as they become available (including appropriately supplemented Documentation for licensed Programs)
  
- A possibility of supported programs migration during a transition from one operating environment to another (under the conditions of Oracle migration)

Додаткову інформацію про послуги РДТЕХ, пов'язані з технологіями Oracle Ви можете знайти на сайті [www.rdtex.ua](http://www.rdtex.ua)

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