

PrescienceAdvantage™ Oracle Primavera Support

The Support You Need, When You Need It

Prescience Technology is Australia's leading enterprise-focused Oracle Primavera accredited partner. Our range of flexible and scalable support services can be tailored to your business needs. Our certified support team's deep knowledge of Oracle Primavera and all of the underlying technologies and supporting business processes will help you **optimise, protect and sustain** your Primavera investment.

Review the plans below to identify which one is right for you and then call us to put your agreement in place.

PrescienceAdvantage™ Primavera Support

	Everyday	Extended	Elite
Functional Support	Yes	Yes	Yes
Technical Support	Yes	Yes	Yes
Administrative Support	No	Yes	Yes
Hours of Operation	8am to 5pm AEST Monday to Friday	6am to 6pm Local Time Monday to Friday	24/7
Weekends and Public Holidays	No	No	Yes
Logging & Managing Vendor Service Requests on Your Behalf	Yes	Yes	Yes
Health Check	No	Annual	Quarterly
Nominated Support Manager, as a Single Point of Contact	Yes	Yes	Yes
Telephone Support ⁽¹⁾	Yes	Yes	Yes
Online Support ⁽²⁾	Yes	Yes	Yes
Onsite Mobilisation	Optional ⁽³⁾	Optional ⁽³⁾	Yes ⁽⁴⁾
Subscription & Fee Basis (Minimum 12 months)	Annual	Monthly	Monthly

^{1,2,3,4} See over for more information about our support channels.

Dedicated Support from experienced professionals

The PrescienceAdvantage™ Support Service is:

- Reliable, responsive and results focused
- Delivered by Australian-based Oracle Primavera Specialized Engineers
- Flexible, scalable and tailored
- Effective for small and large companies, as well as individual operators
- Suitable for asset intensive industries, including mining, resources, energy and infrastructure
- Coordinated via a dedicated manager who knows your business

Find out more

To find out how Prescience Technology can help **optimise, support and sustain** your Primavera investment, call us on 1300 086 816.

Optimise, Protect, Sustain

- 🕒 **Optimise** your investment with our best practice expertise
- 🕒 **Protect** against risks by having our experts on call
- 🕒 **Sustain** your projects with our dedicated support and resources



PrescienceAdvantage™ Oracle Primavera Support

Support Channels

Subscription to PrescienceAdvantage™ Primavera Support (PvS) provides a comprehensive range of functional and technical support capabilities, through the following channels:

1. Telephone Support

Access to our PrescienceAdvantage™ PvS is via a 1300 number, which is manned by Oracle Specialized Support Engineers. They will be available to log calls via telephone and resolve issues in order of client-allocated priority during the nominated support response hours.

2. Online Support

The PrescienceAdvantage™ PvS service is based on remote diagnosis, which enables problem diagnosis based on events logged at our Support Desk. Online Support is one of the most effective ways of delivering quality support. It allows us to identify and fix the problem in a timely manner. Remote network access is required to ensure maximum value is provided for this channel. Issues may be logged with the Prescience Advantage™ PvS service 24 hours per day, 7 days per week. Support Engineers will resolve issues in order of client-allocated priority, during the nominated support response hours. Incidents can also be raised by emailing p6support@prescience.com.au.

3. Optional Onsite Mobilisation

For events that require face to face engagement to identify, troubleshoot and solve problems, the PrescienceAdvantage™ PvS plan can be extended to include onsite support. Onsite mobilisation and deployment of Support Engineers is only recommended for critical and emergency events, and issues that have been logged with Oracle Corporation as Severity 1.

4. Elite Onsite Mobilisation


The PrescienceAdvantage™ PvS Elite plan has been structured to enable the rapid mobilisation of onsite support, where events require face to face engagement to identify, troubleshoot and solve problems or the criticality of project events is agreed to require it. Onsite mobilisation and deployment of support engineers is only recommended for critical and emergency events, and issues that have been logged with Oracle Corporation as Severity 1.

Supported products

Support is available for the following Oracle Primavera products and supporting technologies*:

- P6 EPPM Release 7 and above
- P6 Professional
- Support for earlier versions. Primavera P6, by prior agreement
- Risk Analysis
- Contract Management
- Oracle Business Intelligence
- Publisher Enterprise 10.1.3.4.1 for Primavera
- Oracle Weblogic Server 11gR1 (10.3.4)
- Oracle Database 9i to 11g (5)

*Full list available on request



We already know the way ...
let us guide you on your Primavera journey.