PATHWAY PLM

SERVICE DATA SHEET
ORACLE AGILE PLM

AGILE 3RD PARTY SUPPORT

Better Agile PLM support, for less than Oracle.

Frustrated with high costs and slow response times from Oracle support? Our proactive approach prevents issues before they arise, so your system runs smoothly with minimal downtime. Get faster resolution with 24/7 support, regular health checks and performance tuning, all at a lower cost.



24/7	15 min	3 plans	Certified
Agile PLM support	Response when production is down	Silver, Gold and Platinum	Oracle Agile PLM professionals

Cost-effective
Competitive pricing tailored to your budget

Dedicated expertise
Certified Oracle Agile PLM professionals

Proactive maintenance
Regular system health checks and optimization

Rapid response
Faster issue resolution with 24/7 support

Support plans SILVER · GOLD · PLATINUM

SILVER

- 24/7 Agile PLM support
- Online support portal
- Essential infrastructure monitoring alerts
- Weekly preventive maintenance (logs, storage, service status)
- Agile PLM troubleshooting
- Oracle Database issue support

GOLD

- **Everything in Silver, plus:**
- 15-minute response when production is down
- Advanced monitoring and annual health check
- Monthly preventive maintenance and OS patching
- Quarterly database refresh (production to test)
- Oracle Database, WebLogic and Java security patching
- Secure LDAP and SSL certificate management
- Report, dashboard and PLM configurations
- 4 hours of user training per year

PLATINUM MOST COMPREHENSIVE

- **Everything in Gold, plus:**
- Bi-annual health checks
- Monthly database refresh (production to test)
- Automated backups, backup drills and disaster recovery
- High availability, fault tolerance and storage expansion
- Agile and database performance tuning; OpenJDK support
- Agile PLM security patching (RUPs)
- Vulnerability assessments and custom MFA
- 10 hours of comprehensive training per year
- Legacy data migration and complex configurations

Response times SERVICE LEVELS

SEVERITY	SILVER	GOLD & PLATINUM
0 · Production down Hourly updates, 24/7	30 min	15 min
1 · Significant impact Work begins within 1 business day	2 hrs	1 hr
2 · Some impact Work begins within 3 business days	8 hrs	4 hrs
3 · Minimal impact	1 week	1 week

Time to acknowledge an incident. Full terms are defined in your support agreement.

Pricing

Pricing is based on your plan and number of users.

Contact us for a quote.

matt@pathwayplm.com

Ready to make the switch?

Contact us for a quote on the support plan of your choice.

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