

# FY23

## Applications Unlimited

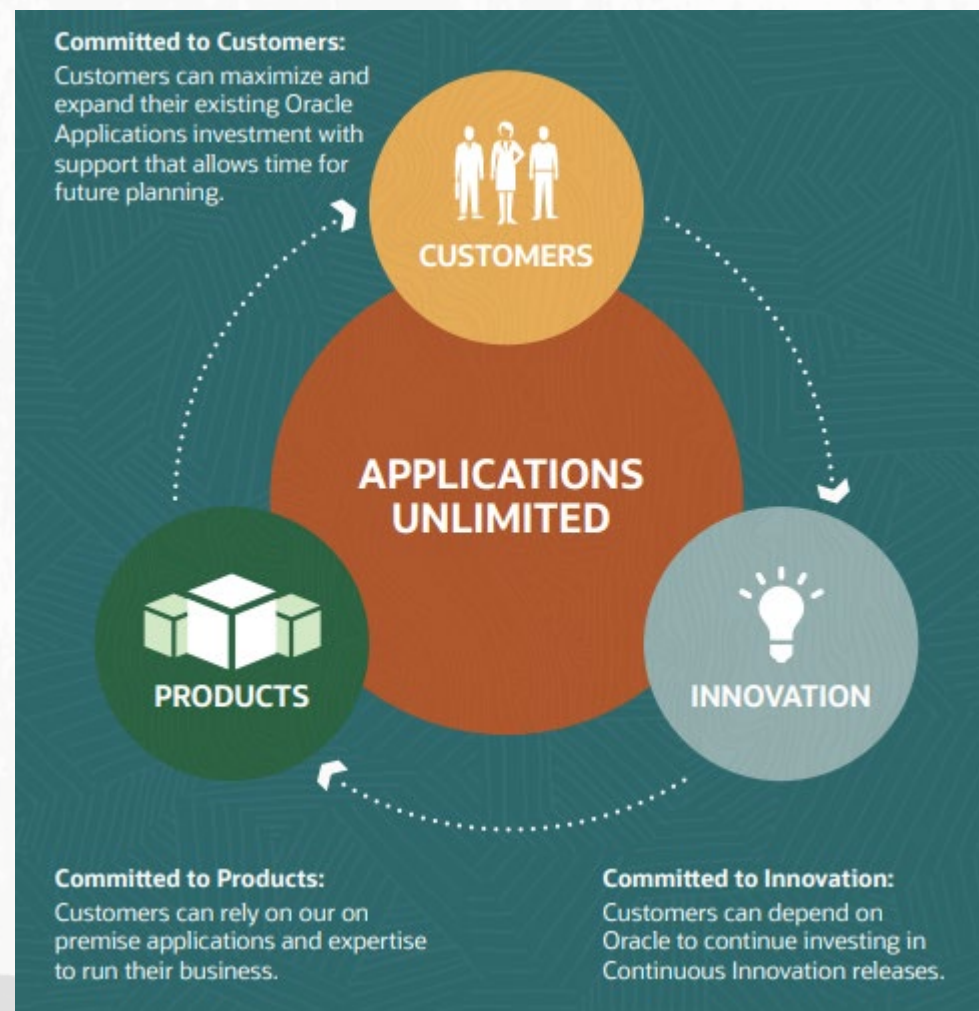
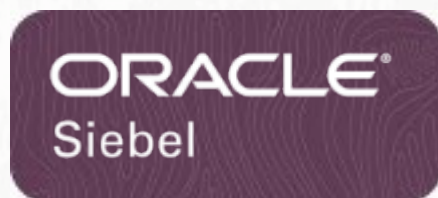
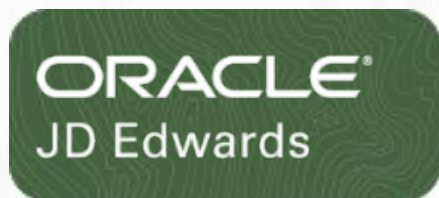
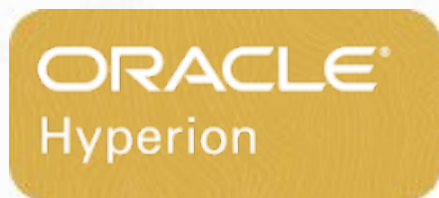
Didier Barbe

*Premier Support Sales Manager for France*

November 24<sup>th</sup> 2022



# Oracle Applications Unlimited



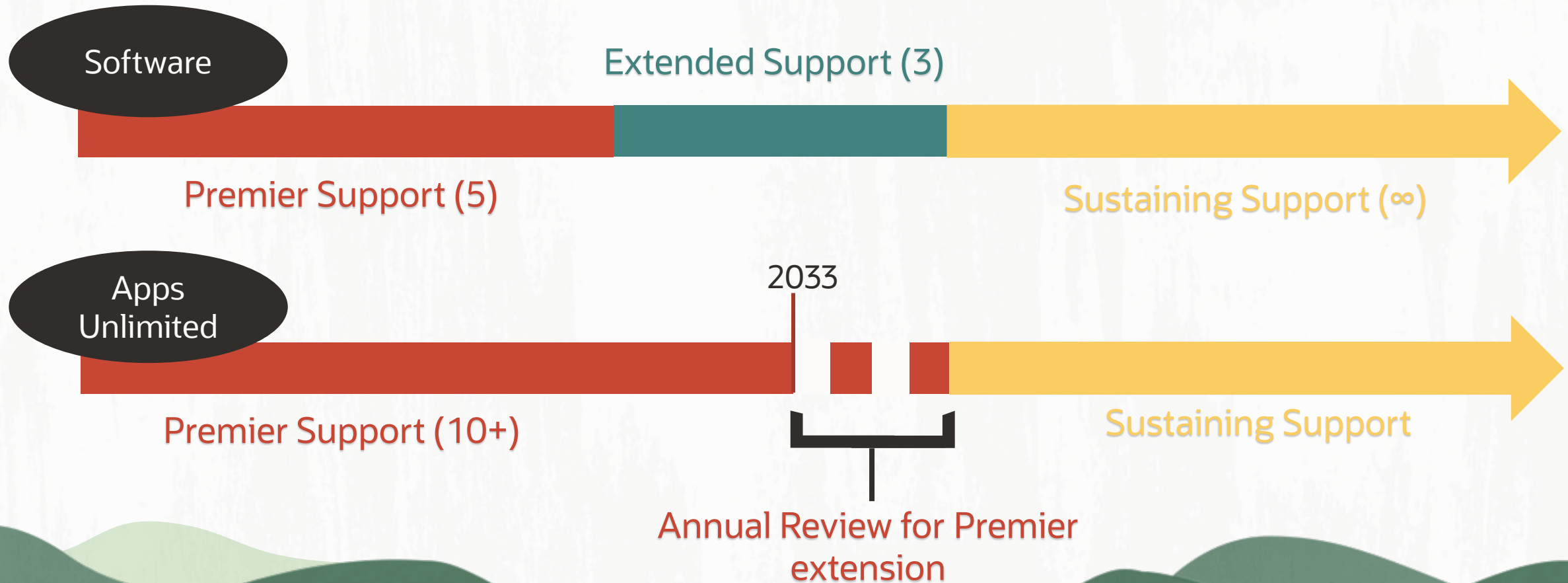


# Oracle Lifetime Support Policy



# Applications Unlimited Lifetime Support

Applications Unlimited is Oracle's commitment to **Continuous Innovation** while also providing a commitment to offer **Oracle Premier Support through at least 2033**



# Oracle Lifetime Support Policy - Applications

## Continuous Innovation Model

Access new features without upgrades.

New functionality delivered as updates to the existing Continuous Innovation release.

Fixes and updates are cumulative and available in most current releases.

### Oracle PeopleSoft Continuous Innovation Releases

Product	Latest Release	GA Date	Premier Support Through at least	Extended Support	Sustaining Support
CRM	20	Oct 2021	Dec 2033	<u>Not Applicable</u>	Indefinite
CS	26	Jul 2022	Dec 2033	Not Applicable	Indefinite
ELM	22	Oct 2021	Dec 2033	Not Applicable	Indefinite
FMS/ESA/SCM	45	Sep 2022	Dec 2033	Not Applicable	Indefinite
HCM <sup>2</sup>	43	Jul 2022	Dec 2033	Not Applicable	Indefinite
Portal Solutions	14	Jun 2022	Dec 2033	Not Applicable	Indefinite

For additional details see the [Lifetime Support Summary for PeopleSoft Releases \(Doc ID 2238983.2\)](#).

PeopleSoft CRM, CS, ELM, FMS, ESA, SCM and HCM moved to a Continuous Innovation model with the initial delivery of the 9.2 release. Portal Solutions moved to Continuous Innovation for the 9.1 release. With Continuous Innovation, all new functionality is delivered as updates to the existing release; upgrades are not required to gain access to new features and capabilities. All fixes and updates are cumulative and available to all customers in the most current release.

Premier Support will be provided for Oracle's PeopleSoft Continuous Innovation Releases through the "Premier Support Through At Least" dates above. At Oracle's discretion, the "Premier Support Through At Least" dates above may be extended in one-year increments. Oracle currently has no plans to end Premier Support on the Oracle PeopleSoft Continuous Innovation Releases. However, if it is no longer practicable for Oracle to continue to provide Premier Support for these products, then Oracle reserves the right) not to extend the "Premier Through At Least" date and the existing date will be set as the End Date for Premier Support.



# Key benefits of Applications Unlimited



On premise or  
in Oracle Cloud  
Infrastructure,  
your choice



New features  
without upgrades  
in the Continuous  
Innovation release



Ample time  
to allocate  
resources for  
the future



More value  
from your business  
customizations

# My Oracle Support

A wealth of tools and knowledge to maximize product health and performance



## Learn and Self-Solve

Diagnostic tools for issue identification, resolution; Support Knowledgebase



## Visit the Community

Interact with peers and Oracle experts to help solve problems and share best practices



## Patches and Updates

Software patches & updates supported by 38,000 developers and engineers



## Submit a Service Request

Manage SRs and collaborate with Oracle support engineers globally in real time, 24/7

## Oracle Support Accreditation and Education Helps You Stay Ahead Of The Curve

Oracle Support provides continuing education for your team, along with sharing best practices, community support, and group events, so you can make the most of your investment in our products and services.

**“Using the Oracle Support accreditation has helped our employees learn to use the available tools and work more effectively with Oracle Premier Support.”**

**Arkalgud Venkatesh, IT Manager,  
Alameda County**



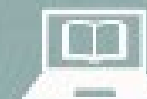
Support Accreditation  
Learning Tracks



My Oracle Support  
Essential Trainings



Product Advisor  
Webcasts



How-to Videos



# Oracle Support Accreditation: Doc ID 1583898.2

## Level 1

My Oracle Support Portal

Oracle Cloud Support Portal

Oracle Platinum Services

## Level 2

Oracle Business Analytics

Oracle Database

Oracle E-Business Suite, EBS

Oracle EBS on Oracle Cloud

Oracle Engineered Storage

Oracle Enterprise Manager

Oracle Fusion Applications

Oracle Fusion Middleware


Oracle JD Edwards EnterpriseOne

Oracle PeopleSoft

Oracle Primavera

Oracle Retail

Oracle Siebel



Module	My Oracle Support Accreditation
1	Introduction to Accreditation Program
2	CUA and Support Identifiers
3	Introduction to MOS, My Account, Settings, Hot Topics
4	Knowledge Search and Browse & PowerView
5	Product Certifications
6	Patches and Updates (search and download)
7	My Oracle Support Community
8	Software and Hardware Best Practices
9	Creating and Managing Service Requests
10	Mobile My Oracle Support
11	Technical Support Policies
12	Recap and Summary

Merci

