



# RPC Support

Oracle Primavera application support service

ORACLE PRIMAVERA SPECIALISTS  
RPC.UK.COM



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# The RPC Support Service

**RPC Support is a ticket-based subscription service that enables RPC to:**

- Offer application assistance and support
- Perform designated Primavera administrator activities
- Resolve performance issues

RPC Support is a simple 'One-Stop Shop' for all your Oracle Primavera cloud applications and support requirements. Subscribers enjoy priority access to RPC's Oracle Primavera product certified specialists for consulting services to help support all Oracle Primavera applications, including P6, Aconex, Oracle Primavera Cloud (OPC) and Unifier.

Designated project team members can submit Support Requests to the RPC Service Desk in the first instance by email.



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RPC has formulated RPC Support to complement standard Oracle product technical support in order to provide assistance to Oracle Primavera application users, helping them to get their solution to perform as required.

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# The complete package: a full support service to suit your needs

**The RPC Support service can be purchased separately or added to complement RPC's other Oracle Primavera services**

- Licence provision
- Implementation
- Integration
- Migration
- Hosting
- Training





With RPC Support, our Oracle Primavera product certified specialists are available to assist with any questions about designing, building, managing, executing and reporting on solutions managed using Oracle Primavera.

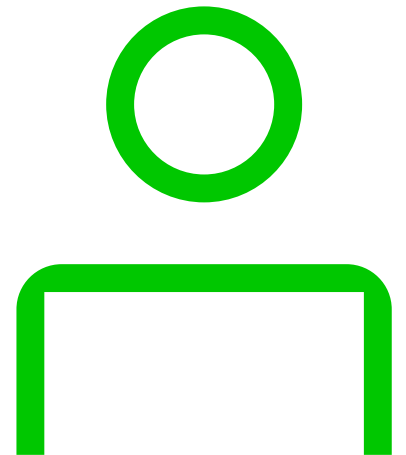


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# What can RPC Support offer you?

**With RPC Support, you can tap into the experiences acquired by RPC's certified specialists during many years of deploying Oracle Primavera solutions in a variety of industries**

- Flexible Oracle Primavera solution support
- Experienced and qualified functional and technical experts at your disposal via phone, email and conference call at any time during UK working hours
- 12-month access term from the date of purchase
- Access to our Oracle Primavera EPPM and Unifier Specialised product experts, acknowledged by Oracle for their expertise
- Advice on data migrations and integrations

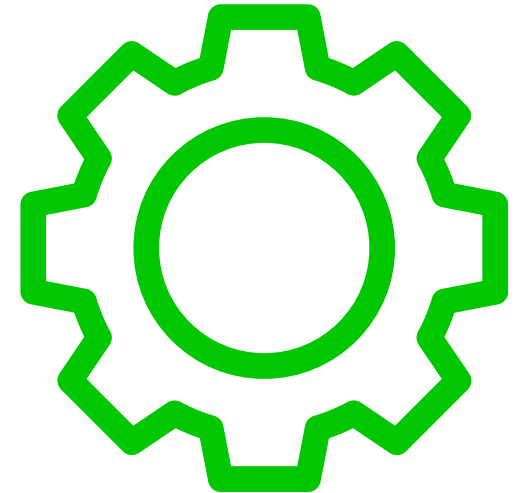


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# What can RPC Support offer you?

**We're here to augment, but not replace, the Oracle Primavera helpdesk and to complement RPC's individual and company-specific product training. Everything is covered from a user's perspective:**

- Functionality queries
- Configuration and customisation questions
- Designated Primavera administration activities
- Assistance with custom performance reporting
- Getting the most from your version of Oracle Primavera
- Upgrade advice



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Client-specific support sessions using webinar and conference call services can also be arranged and delivered, extending still further RPC Support's reach and flexibility.

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# Scope

**RPC Support is a rolling optional service, comprising 8 hours of support on the Premium package and 4 hours for RPC Support Light. This support can be called upon at any time over a 12-month period**

Once fully utilised, clients simply re-purchase a further Service Package.

Clients can purchase any number of multiple lots of RPC Support to avoid future price increases.

For clients wishing to combine any onsite training or consultancy with their RPC Support service, discounts may be available upon request.

Service Package	12 Month Term Cost	Included Support Requests	Additional Support Request charge (per hour)	Response Time
Premium	£1,500.00	8 (minimum 1 hour per SR)	£350.00	4 working hours
Light	£995.00	4 (minimum 1 hour per SR)	£350.00	4 working hours

(Note: all values exclude VAT charged at the prevailing UK standard rate)

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# Services provided (in scope)

## Diagnosis

As far as possible, RPC Support staff will work in partnership with client personnel to diagnose the root cause of a reported Oracle Primavera application functionality Support Request.

## Remedial action

RPC Support staff will recommend appropriate remedial actions to client personnel to resolve a reported Oracle Primavera application functionality Support Request or mitigate its impact.



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# Services provided (in scope)

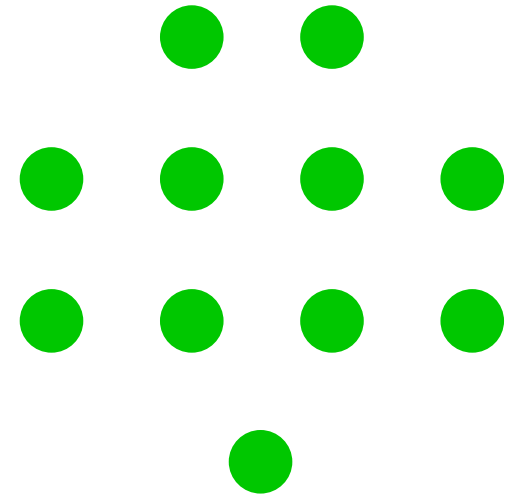
## Advice and guidance

RPC Support staff will provide advice and guidance in respect of:

- Oracle Primavera configuration questions
- Oracle Primavera customisation questions
- Oracle Primavera product benefits realisation
- Oracle Primavera upgrade advice
- Reporting using Oracle Primavera data

## Administrator tasks

Subject to agreement, RPC Support staff may undertake designated Oracle Primavera administrator activities.



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# Services provided (in scope)

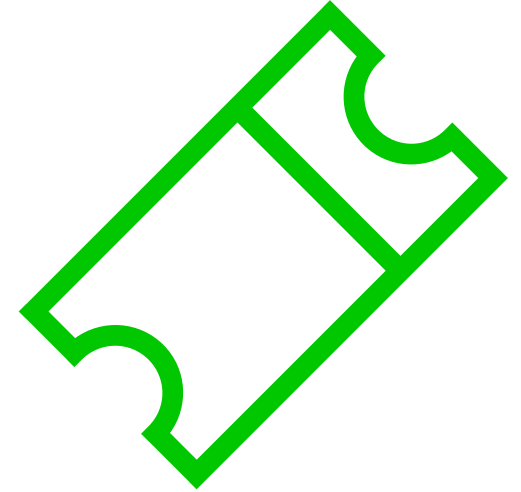
## **Ticket status and Agreement updates**

RPC will provide regular updates to client personnel regarding the status and progress of each Support Request.

In addition, RPC Support staff will also provide a regular summary of Support Requests submitted within the current RPC Support agreement and remaining unconsumed included Support Requests.

## **RPC Service Desk Access**

With RPC Support, designated client personnel have access to contact the RPC Service Desk to submit or progress Support Requests during normal UK business hours.





**Support@rpc.uk.com**

**Monday – Friday, 09:00 – 17:00  
(except UK public holidays)**

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# Services not provided (out of scope)

**RPC Support does not cover the following:**

## **Infrastructure Support**

Clients who purchase maintenance with their Oracle Primavera product licences are entitled to access the Oracle Primavera Helpdesk for technical support. RPC Support addresses Oracle Primavera application use only and, unless originally supplied by RPC and agreed with RPC, does not cover the infrastructure or environment used to support the Oracle Primavera applications.

## **Application Monitoring**

RPC Support does not include periodic monitoring of production applications to assess application availability.

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# Services not provided (out of scope)

## **On-site Support**

RPC Support is a wholly off-site Support Request diagnosis and resolution service.

## **Enhancements to Production Application Software**

RPC Support does not cover enhancements or upgrades to any third-party solution used by the client.

## **Preventative Maintenance**

RPC Support does not cover preventative maintenance.

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# Services not provided (out of scope)

## **Evaluation of Software or Hardware**

RPC Support does not cover evaluation or approval of any new software or hardware product for use by the client.

## **Change Management**

RPC cannot accept responsibility for new or changes processes, practices or policies introduced by a client that may adversely impact upon the reliability or performance of the Oracle Primavera applications.

## **System Management**

RPC cannot accept responsibility for the operation or suitability of the Oracle Primavera solutions implemented by the client.

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For the purposes of the RPC Support service, a Support Request is generally defined as a request for assistance, usually in the form of advice and guidance, with the use of Oracle Primavera software.

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# Support Requests

**Each package option offers a number of included Support Requests and specifies the maximum response time within which a member of the RPC Support team will respond to a Support Request and begin offering assistance**

Designated client personnel can contact the RPC Service Desk to submit or progress Support Requests via email ([support@rpc.uk.com](mailto:support@rpc.uk.com)) during normal business hours (Monday – Friday, 09:00 – 17:00, except UK public holidays).

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# Support Requests

## **RPC Support addresses Oracle Primavera application use only**

Unless originally supplied by RPC and agreed with RPC, RPC Support services do not cover the infrastructure or environment used to support the Oracle Primavera application. All such technical queries should be addressed to the Oracle Primavera Helpdesk.

RPC Support is, primarily, an advisory service and, whilst RPC will endeavour to fully resolve each Support Request, cannot guarantee to do so.

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# Charges

**RPC Support is a subscription-based service and full payment for the service is required at the commencement of the agreement**

If a Support Request remains unresolved at the end of the first hour, RPC Support personnel will seek approval from the client to continue working to resolve the issue.

Experience suggests that many Support Requests can be addressed within an hour. For comparative purposes, the standard RPC hourly charge rate is £350 per hour.

Once the number of included Support Requests has been consumed, the client can purchase a new RPC Support package option in order to refresh the number of included Support Requests.

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# Termination

**RPC Support is purchased on subscription in blocks of 8 or 4 hours of support to be used over a maximum of 12 hours**

In the event that the client wishes to terminate this agreement, a 30-day written notice of intent to terminate must be delivered by the client to RPC

Please note that RPC will not refund RPC Support subscription fees, either in whole or in part, under any circumstances.

For more information about the RPC Support service,  
please contact us



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