

5 Myths About Leaving Oracle Software Support



MYTH

Third-Party Software Support Does Not Support Security Vulnerabilities

FACT

Spinnaker Support is better, cheaper (avg. 62% less), and faster at securing your Oracle Technology under a full-stack security solution.



Dropping Oracle Support Ends Your Vendor Relationship with Oracle

Ending your annual support contract is separate from your owned Oracle ERP licenses. You are still an Oracle customer and can always purchase new Oracle products or add additional licenses if you use a third-party support provider.



Customers Returning to Oracle Are Subject to Hefty Fines

Spinnaker Support has no evidence of a customer penalized for returning to Oracle after a two-year departure. To avoid penalties, re-engage with Oracle as a net new customer or relicense through an Oracle Reseller partner indirectly.



Leaving Oracle Support Means Losing Access to High Quality Oracle Support

Losing access to Oracle tools and patches does not adversely impact support quality if you replace them with equal or better people and tools. Spinnaker Support offers a full-service model with easy access to a team of experts instead of a “search for a fix yourself” model.



Leaving Oracle Support Will Automatically Trigger a License Audit

It is possible that a cancellation notice will generate an audit, but there are many more prominent audit triggers Oracle customers should be aware of. Customers aren't required to provide cancellation notice and many customers just stop paying their annual support fees.

Spinnaker Support is a leading global provider of on-premise and cloud-based enterprise software support services. Mid-size to Fortune 100 global enterprises and public sector organizations that run Oracle, SAP, and Salesforce software turn to us for third-party support, managed services, and/or consulting services. Our exacting standards, proven processes, and depth of expertise have earned us the trust and loyalty of over 1,200 organizations located in 104 countries.