

csiAnalysis.com FAQ

Contact me at <https://www.linkedin.com/in/ericguyer/> to pose further questions!

What is a CSI?

A CSI (Customer Support Identifier) is the unique number assigned to the products, quantities, terms, discounting, etc., associated with an original order from Oracle. Just as a U.S. Social Security Number is assigned at birth *and lasts a lifetime*, each CSI follows its set of entitlements unless acted upon by migration, unlimited agreement, divestiture, etc.

Customers may have one, a few, or dozens of CSIs, ranging from hundreds to millions of Dollars. CSIs are auto-generated sequential numbers, making their relative age obvious. Customers routinely continue paying annual support for software licensed decades ago.

Most importantly, the policies that enable Oracle to lock customers into paying annual software support—even if for *poorly discounted, old, or unused software*—revolve around individual CSIs. In part, this is because discounting is based on original list license volume, thereby enabling Oracle to enforce *re-pricing* (the erosion of effective discount) when customers seek to reduce a CSI.

Why should I care about CSIs?

If you want to save money on Oracle software, then the first step is to conduct a purely commercial assessment of all your CSIs. CSIs enable you to understand and answer the following:

- License Entitlements – What products, metrics and quantities do we have licensed?
- Discounting – What annual support should be targeted for cost optimization?
- Contractual Flexibility – How do the Oracle Technical Support Policies create vendor lock-in?
- Product Categorization – What is the short/medium/long-term planning for Oracle?
- Discovery Requirements – What approach/tools are required to audit our Oracle licensing?