

ORACLE ADVANCED SUPPORT ASSISTANCE



FEATURES

- Service Delivery Manager
- Guided assistance on Production-Critical Service Requests
- Action plans to facilitate coordination of your staff and Oracle resources

BENEFITS

- Streamline the management of your critical issues for faster problem resolution
- Resolve issues faster
- Align Service Request priorities with your business needs

RELATED PRODUCTS AND SERVICES

The following services are available from Oracle Advanced Customer Services:

- Design Review
- Build Review
- Patch Assessment
- Performance Assessment Configuration Assessment
- Usability Assessment
- End User Survey Diagnostic

The availability of your Oracle environments is critical to your business success. You need to ensure that your systems meet the pace and demand of real-time business – today and in the future.

Advanced Support Assistances helps you achieve those business demands.

Achieving Optimal Value from Your Oracle Investment

Advanced Support Assistance helps you to achieve optimal value from your Oracle investment. Advanced Support Assistance gives you the benefit of an Oracle service delivery manager with knowledge of your environment, business, and timelines, who can provide expert guidance to ensure timely and accurate escalation of production-critical service requests. Oracle Advanced Support Assistance, delivered by Advanced Customer Services experts is an optimal option for providing maximum system availability for the long term.

Advanced Support Assistance allows you to:

- **Streamline the management of your critical issues.** Your Oracle service delivery manager, with deep technical environment and business context expertise, is your single point of contact to help you resolve production-critical issues faster.
- **Align Service Request priorities with your business needs.** Because your Oracle service delivery manager understands your business and technical priorities, he or she will help ensure that your Service Request priorities are in alignment with your business objectives and escalated accordingly.
- **Resolve issues faster.** Develop action plans to facilitate the coordination of your staff and Oracle technical and development resources to achieve faster resolution of Severity 1 service requests.

Simplifying the Support Experience

Your designated service delivery manager is an expert in leveraging Oracle technical support and development resources and will work with your functional and technical resources to develop an action plan that coordinates the efforts of your staff and Oracle resources to achieve faster resolution of critical issues.

Maximizing System Availability

When you depend on Oracle solutions for mission-critical operations, taking chances isn't an option. By focusing on your organization, we work closely with you

and can provide you with optional proactive services, to help reduce risk and eliminate possible system down time. Advanced Support Assistance allows you to personalize your support services with optional related service components to help maintain the highest system availability and keep your IT systems aligned with your business priorities.

Contact Us

For more information about Advanced Support Assistance or other customized support solutions delivered by Oracle Advanced Customer Services, please visit www.oracle.com/goto/acs or call +1.800.ORACLE1 to speak to an Oracle representative.



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