Oracle Managed Cloud Helpdesk for SaaS provides a complete production lifecycle support service designed specifically for SaaS customers.

A New Model for Applications Consumption and Support

Oracle’s SaaS allows users to subscribe and use application software in the cloud. A modern cloud suite provides complete software for your entire business so that you can subscribe to SaaS applications as needed.

Platform as a Service (PaaS) allows developers, IT professionals, and business leaders to subscribe and use software to develop, test, and deploy the next generation of applications in a secure, cost effective way in the cloud. PaaS allows extension and enrichment of your SaaS applications.

Managed Cloud Helpdesk for SaaS provides functional, technical, enrichment, and release management production lifecycle support for your SaaS applications and enrichments in PaaS, focusing on your business processes and requirements and how they have been implemented.

A Helpdesk for Your Business Processes and User Needs

Oracle Managed Cloud Helpdesk for SaaS addresses five common challenges customers experience adopting Oracle SaaS applications within their businesses:

- Adapting their business to the new skills required to support end-users and extensions to SaaS
- Empowering users to uptake newly released functionality on a regular update cadence
- Optimizing resolution of SaaS issues and realization of SaaS benefits
- Responsiveness to ensure SaaS critical business processes are managed 24x7
- Ensuring extensions and configurations are supported through SaaS change cycles

Easy to consume packages address your SaaS functional support needs, specifically focusing on areas designed to improve adoption, satisfaction, and operacional effectiveness of your business using Oracle Cloud applications:

- **End User Support and Adoption.** Designed to allow business users to focus on their daily objectives rather than application support efforts, Managed Cloud Helpdesk for SaaS aims to provide business focused application support for
configuration, batch/workflow setup, data issues, or other events that require prompt resolution. Understanding your business processes enables our functional support experts to rapidly address user issues or queries. Advice and guidance on new SaaS release features allows users and your business to extract maximum value from your SaaS subscription.

- **Extension and Integration Management.** Oracle SaaS applications offer robust features and functionality but companies frequently need to tailor or enrich the SaaS functionality to meet their specific business requirements. Oracle SaaS applications can be extended through the Oracle PaaS platform using, for example: Java Cloud Services forms extensions; integrations through SOA Cloud Services or Integration Cloud Services; or perhaps mobile enablement with Mobile Cloud Services. Managed Cloud Helpdesk for SaaS addresses the management challenge for these Extensions and Integrations by providing a comprehensive break fix and enhancement service during the production lifecycle.

- **Critical Process Management.** All companies have critical business events that require increased focus and monitoring to ensure that the business delivers on its commitments to stakeholders and customers. Managed Cloud Helpdesk for SaaS understands that critical events require specialized monitoring and processes to ensure smooth business operation. Critical Process Management delivers this with focus on monitoring and resolution of issues associated with critical events such as month end close or peak seasonal workloads.

- **Regression Testing.** One of the key benefits of moving to Oracle SaaS applications is the ability to regularly uptake application innovation. SaaS application updates are issued multiple times per year, bringing an unprecedented ability for you to consume new functionality. As part of this update cadence, you will need to ensure your specific business flows, batch configurations, and extensions and integrations continue to operate effectively. Managed Cloud Helpdesk for SaaS can handle your regression testing cycles. A team of dedicated testing experts onboard test scripts for your business specific flows and execute these at SaaS update points or during enrichment or integration change management cycles.

- **Single Point of Contact.** Managed Cloud Helpdesk for SaaS ensures that you don’t have frequent hand-off points during your Oracle support interactions. Working in concert with your Customer Success Manager, the Managed Cloud Helpdesk for SaaS team will handle service request support interactions, freeing time for business users to focus on day-to-day imperatives.

**Flexible Consumption, Focused Delivery**

Managed Cloud Helpdesk for SaaS offers a complete business service for Oracle SaaS customers. Services are consumed in simple fixed scope and cost packages, comprising a mix of request based support and recurring support applicable across your SaaS module footprint. Responsiveness is critical to SaaS production lifecycle support and Managed Cloud Helpdesk for SaaS provides your business with an SLA based service providing peace of mind and predictable outcomes.
Managed Cloud Helpdesk for SaaS ensures your end user experience is optimized and your business fully leverages the functionality of the SaaS applications, enabling rapid realization of benefits from SaaS investments, and enabling you to confidently increase your SaaS adoption.

CONTACT US
For more information about [insert product name], visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.