Oracle offers a full suite of enterprise applications as subscription based software-as-a-service, so customers can avoid the data and business process fragmentation that results from using multiple, disconnected clouds. The result is a cloud solution that is functionally rich, integrated, and secure.

With Oracle Cloud Priority Service, Oracle Advanced Customer Support delivers personalized and proactive advanced support, faster response and reduced resolution times for Oracle Cloud.

**Capitalize on Your Oracle Cloud Investment**

Your business depends on the availability and performance of your cloud solution. You can help ensure a more personalized level of support and guidance for that technology with Oracle Cloud Priority Service. This service from Oracle Advanced Customer Support delivers tailored support for your software-as-a-service environment to meet the requirements of your business.

**Personalized Knowledge of Your Business**

With Oracle Cloud Priority Service, a dedicated Oracle Technical Account Manager (TAM) knows your environment and proactively manages problem resolution and escalations. Oracle Technical Account Manager activities may include the following:

- Personalized knowledge of your technical and product environment to provide tailored assistance for your organization
- Coordinates a virtual team of Oracle Cloud delivery engineers to resolve incidents
- Defines responsibilities, outstanding actions and related action plans for resolving incidents
- Communicates the status of issue resolution to appropriate team members and senior management as needed

**Proactive Reviews and Knowledge Transfer**

The Oracle Technical Account Manager also leads formal quarterly reviews to proactively support activity and performance against target response times. At each quarterly service review, your Oracle Technical Account Manager discusses relevant business milestones and events, and provides insight into key Oracle Cloud events, such as new features and upgrades. In addition, these reviews offer a time for you to provide feedback as well as hear opportunities to maximize your Oracle technology investment.
Faster Problem Resolution with Priority Service Response

Oracle Cloud Priority Service delivers faster problem resolution with priority handling of incidents. Through faster Service Request response times, prioritization of Service Requests in elapsed time, you can help ensure maximum availability for your cloud environment.

Also, you can access all of this collective experience through your exclusive, customized Oracle Cloud Priority Service portal, which is a single source for up-to-date advanced support information and communications. The portal gives you rapid access to problem diagnosis and resolution metrics, Oracle Cloud Priority Service account contacts, and past quarterly reviews.

To provide immediate action and faster recovery from unplanned downtime, Oracle Cloud Priority Service includes automatic, 24/7, time-based alerts that notify your Oracle Technical Account Manager of any issues.

With Oracle Cloud Priority Service, you enjoy a preferred relationship with Oracle subject-matter experts who offer knowledge transfer and live chats.

Improved Availability with Priority Service Level Standards

Oracle engineers respond to your production-critical issues quickly and work around the clock until the issues are resolved. To provide you with a consistent response, Oracle has implemented the priority service level standard for Oracle Cloud based on severity indicators with the following targets:

- Severity 1 service requests: 90 percent response within 1 hour (available 24/7)
- Severity 2 service requests: 90 percent response within 2.5 local business hours
- Severity 3 service requests: 90 percent response by next local business day
- Severity 4 service requests: 90 percent response by next local business day

Benefit from the Next Level in Support—with Oracle Cloud Priority Service

Receive tailored guidance, benefit from faster problem resolution, and gain preferred access to Oracle product knowledge. Keep your systems running predictably, minimize disruption and deliver a more competitive advantage to your business.

CONTACT US
For more information about Oracle Cloud Priority Service, visit oracle.com/acs, e-mail us at acsdirect_us@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.

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