Thrive in the Cloud with Agile Support Solutions

Oracle SaaS applications come with the highest level of support in the industry to allow seamless adoption and to help you achieve business value faster. There are times, however, that you may need additional support and guidance to meet the growing demands of your business. A suite of advanced services is available to address these needs, so you can experience maximum value of your Oracle SaaS subscription.

Service Component	Platinum Cloud Support	Cloud Priority Support	Solution Support Center for Cloud	Customer Success Business Advisory Services
Target user community	Technical contacts with Cloud Cust. Support Portal / My Oracle Support credentials	Designated technical contacts	Designated technical contacts	Business owners, process owners, end users
Coverage hours	24/7	24/7	24/7	M-F business hours
Cloud Support base service (SRs, on-line knowl. base, live phone support)	✓	✓	✓	
Health checks and dashboard status	✓	✓	✓	
Prioritized response and escalation support		✓	✓	
Personalized support		✓ Technical Account Manager	✓ Technical Account Manager	✓ Customer Success Manager
Personalized Success Planning and Adoption Guidance				✓
Designated technical lead, team, hotline	Through 1st Go-live		✓	
Proactive assessments			IaaS/PaaS/SaaS	✓
Administration support			✓	
Change management facilitation				✓
Release management reviews		✓		✓
Implementation Support after go-live	60-90 days	✓	✓	
Training	Baseline			
Included in Cloud subscription?	Yes	No	No	No

* Customer Success Business Advisory Services are limited to North America.

PLATINUM-LEVEL SERVICES INCLUDED IN CLOUD SUBSCRIPTION

Oracle's Platinum-level services are the new standard across SaaS. With features such as support from designated engineers during implementation, 2000+ free education topics, proactive monitoring and outreach, and access to business and technical expertise, your route to success has never been so supported.

CLOUD PRIORITY SUPPORT

Oracle Cloud Priority Support ensures high availability and performance of your Oracle Cloud solutions. Get your incidents and Service Requests placed at the top of the queue for faster resolution, and prevent risk with proactive guidance by Advanced Customer Services engineers.

SOLUTION SUPPORT CENTER FOR CLOUD

Solution Support Center for Cloud extends the value of the implementation team provided as part of Platinum-level of Support. Your designated team of cloud engineers also delivers preemptive guidance and preventative services for any combination of Oracle IaaS, PaaS, or SaaS to optimize the ongoing lifecycle of your business-critical cloud environments.

CUSTOMER SUCCESS BUSINESS ADVISORY SERVICES

Oracle Customer Success Business Advisory Services offer an integrated approach that brings technology, business processes, and organizational culture together. The services are based on five fundamental value pillars: business continuity assurance, change management facilitation, compliance and governance facilitation, consumption and adoption, as well as continuous improvement and innovation. Take advantage of our strategic perspective and insight from our cloud specialists for your effective cloud transformation.

CHOOSE THE RIGHT SERVICES FOR YOUR BUSINESS

Oracle Support has a much larger portfolio of services in addition to the offerings highlighted here, spanning from guided learning to technical and functional support and fully managed services. Whether you need assistance to get started in the cloud, or are looking for a full-service solution to relieve your in-house staff, Oracle Support has solutions for you. Contact your Oracle Sales Representative to discuss how our services can help you reach your business goals.

Key Features

- Freedom of choice
- Enablement
- Technical support
- Business value guidance
- Designated resources

Key Benefits

Help when and where you need it to:

- Optimize tools and processes
- Manage complexity
- Mitigate risk
- Drive change

CONNECT WITH US

Call +1.800.ORACLE1 or visit https://www.oracle.com/support/.
Outside North America, find your local office at oracle.com/contact.

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment

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