

# Oracle Mission Critical Support for SaaS

Oracle SaaS applications have maximum impact when support for business users, critical process flows, and technical extensions empowers your organization to take full advantage of their features and functionality. Oracle Mission Critical Support for SaaS provides that support with flexible business lifecycle support packages, designed to meet the critical demands of today's digitally enabled organizations.

As you are leveraging Oracle SaaS applications for your critical business functions, you will want to make the most of your subscription in terms of functionality, performance, and user productivity, and all this with an attractive total cost of ownership (TCO).

While Oracle is managing the SaaS infrastructure to highest standards, it can be demanding for your support team—especially if experienced resources are scarce—to:

- Help your end users to be productive and embrace new functionalities quickly
- Manage extensions and integrations efficiently, and adapt to process changes without delay
- Ensure high performance of key processes during critical periods, such as seasonal peaks
- Avoid unexpected change effects on your applications, such as after SaaS update cycles

Oracle Advanced Customer Services has more than 1,000 Oracle Applications experts worldwide, armed with unique tools and processes, to help you with these challenges.

## Key features

- Timely and targeted functional support of your end users to increase adoption and user satisfaction
- 24/7 critical process management of your key SaaS business flows during crucial times such as peak season
- Lifecycle management for extensions and integrations
- Regression testing: Oracle experts perform update testing for frictionless uptake of new features
- Guidance and coordination by Technical Account Manager

## Key benefits

- Faster user adoption
- Improved overall business and user satisfaction
- Simplified SaaS lifecycle support
- Superior response and resolution times
- Continuous improvements

## Flexible support for your Oracle SaaS applications

Oracle Mission Critical Support for SaaS is a comprehensive service offering, with service level agreements and a fixed price, to help you get the highest value from your SaaS applications:

- Faster user adoption, higher user satisfaction, and higher productivity
- Strong business focus with improved overall business satisfaction and increased agility
- Governance and a single point of contact for service delivery coordination
- Access to the full potential of SaaS through fast uptake of regular SaaS updates, and efficient management of cloud process flows and integrations
- Seamless support across multiple SaaS workloads
- Reduced TCO through operational efficiency, continuous improvements, and a predictable budget

## Comprehensive package or standalone components

**Oracle Mission Critical Support for SaaS** can be purchased in an attractive package bundle (Entry, Basic, Standard, or Advanced) or as standalone components, just as your business requires. The offering includes:

- **Business Help Desk for SaaS:** Timely and targeted functional support to increase user adoption and satisfaction. Configuration assistance for users, functions, and batch jobs.
- **Critical Process Management for SaaS:** 24/7 management, monitoring, resolution, and proactive oversight to ensure optimized performance of your most important SaaS business flows during crucial times.
- **Extension and Integration Support for SaaS:** Efficient management of new SaaS extensions, APIs, and integrations such as Java extensions developed on Java Cloud Service, Oracle Business Intelligence Cloud Service reports, and SOA Cloud Service integration composites.
- **Regression Testing for SaaS:** Update testing for frictionless uptake of new features and minimized impact of updates to key business process flows in the SaaS production environment.

These services can be combined and configured flexibly to match your unique requirements. The services include account and service governance, and a single point of contact. A specific service version is available to address the requirements of United States Government and Federal Agencies.

### Supported products

- Oracle SaaS offerings

### Related services

- Oracle Business Help Desk for SaaS
- Oracle Extension and Integration Support for SaaS
- Oracle Critical Process Management for SaaS
- Oracle Regression Testing Service for SaaS

## Service details of Mission Critical Support for SaaS

SERVICE	SERVICE SUMMARY
Service Level Agreements	<ul style="list-style-type: none"><li>• Service Request response times<ul style="list-style-type: none"><li>○ Level 1: 30 minutes; Level 2: 60 minutes</li><li>○ Level 3: 8 hours; Level 4: 24 hours</li></ul></li><li>• Service Request resolution times<ul style="list-style-type: none"><li>○ Level 1: Type 1, 2: 8 hours; Level 1: Type 3, 4: 12 hours</li><li>○ Level 2: 24 hours</li></ul></li></ul>
Coverage	<ul style="list-style-type: none"><li>• Standard: 8 hours/5 days</li><li>• Extended (add-on option): 16 hours/5 days or 24 hours/7 days</li><li>• Critical business process monitoring and Severity Level 1 Service Request: 24 hours/7 days</li><li>• Governance, single point of contact</li><li>• Translation support (add-on option): Spanish, Portuguese</li></ul>
Entitlement	<ul style="list-style-type: none"><li>• Weekly operational reports</li><li>• Monthly account and service reviews</li><li>• Tailored options available to meet customer specific requirements</li></ul>

Oracle Advanced Customer Services has more than 1,000 Oracle Cloud and Applications specialists worldwide with a wealth of expertise to assist customers throughout the entire lifecycle of their Oracle cloud solution. Personalized support and functional services can ensure high operational performance user productivity.

Take advantage of Oracle Mission Critical Support for SaaS and maximize user experience and overall business satisfaction with your Oracle SaaS applications.

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