

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.

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).

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

Flexible operational 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

Key features

Flexible Support with SLAs for your specific needs

- **Help Desk** to accelerate adoption and increase productivity
- **Critical Process Management** for an extra safety layer when it matters the most
- **Extension/Integration Support** for the functionality and integrations you built using PaaS for SaaS
- **Regression Testing** for business continuity across changes and updates
- **SaaS Plus** operational assistance for Oracle Cloud Infrastructure/PaaS running your SaaS extensions and integrations
- **Service governance** by a designated resource

Key benefits

- Faster user adoption and increased productivity
- Improved overall business and user satisfaction
- Efficient SaaS lifecycle support
- Fast issue resolution
- Continuous improvements

- Seamless support across multiple SaaS workloads
- Reduced TCO through operational efficiency, continuous improvements, and a predictable budget

Comprehensive functional services

The offering provides flexible and comprehensive functional support for efficient operations of SaaS environments and includes:

- **Business Help Desk for SaaS:** Timely and targeted functional support with SLAs and configuration assistance to adopt SaaS quickly and increase productivity without building your own help desk
- **Critical Process Management for SaaS:** Achieve your business SLAs with extra support for your most important SaaS business flows during crucial events including 24/7 management, monitoring, resolution, and proactive oversight
- **Extension and Integration Support for SaaS:** Gain agility and functionality through break-fix support and enhancements of SaaS extensions, APIs, and integrations
- **SaaS Plus:** Operate your integrated PaaS for SaaS solution smoothly through operational assistance and operational assessments of our OCI/PaaS components which interact with your Oracle SaaS applications, to keep it all updated and in sync across SaaS changes and updates
- **Regression Testing for SaaS:** Innovate and take advantage of new features quickly through comprehensive testing
- **Personal governance and guidance:** Single point of contact for service delivery management and coordination, frequent reviews of services and performance

These services can be combined and configured flexibly to match your unique requirements. A specific service version is available to address the requirements of the United States Government and Federal Agencies.

Oracle Customer Success 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.

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

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