

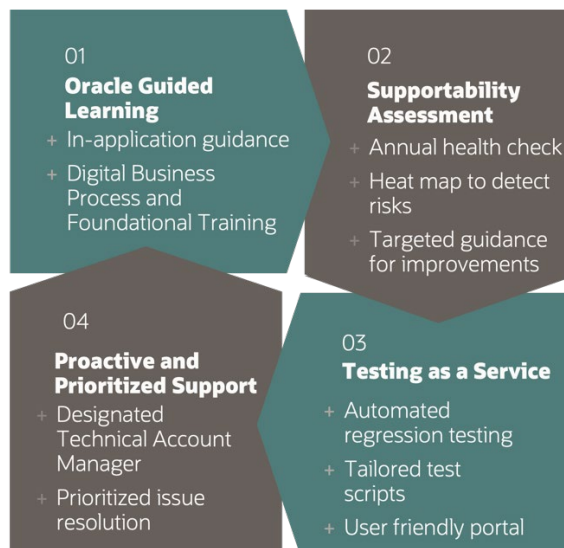
Oracle Enhanced Support Services for SaaS

Oracle Enhanced Support Services for SaaS is a comprehensive offering helping Oracle SaaS customers achieve and exceed intended business outcomes faster and maximize the return on their SaaS investment. Access the best of Oracle's support offerings in one easy-to-consume bundle.

Why do I need enhanced support?

Having the right support to succeed in the world of cloud is essential. Every transformation comes with risk associated to changes in people, processes, and systems. Thereby consider:

1. Is my organization able to keep up with the pace of change that emerges with the cloud?
2. Am I dedicating resources efficiently, focusing on innovation rather than administration?
3. How are my people coping with change? Are they equipped and trained to sufficiently use Oracle Cloud Applications with ease?
4. How can I leverage recommended practices from experts to minimize risk and maximize value from my investment?



Key Services

Oracle Guided Learning

- **Accelerate cloud adoption** through in-application guidance and role-based process guides
- **Empower users and improve change efficiency** through personalized, company-specific learning
- Receive a 25% discount on Oracle Cloud Learning Subscriptions

Supportability Assessment

- **Keep up best operational performance** in your dynamic cloud environment with annual health checks of functionality, security, and more
- **Detect risk areas easily** in customized heat maps, and mitigate them with targeted guidance

Testing as a Service

- **Simplify changes and updates** through automated testing of data and configuration
- **Testing of extensions** against periodic SaaS and PaaS updates using testing platform and repeatable scripts
- **Execution of regression test** scripts, comparing results to expected outcomes.

Oracle Enhanced Support Services for SaaS is designed to help you optimize your SaaS success through proactive guidance by Oracle Technology experts.



What is Oracle Enhanced Support Services?

Optimize your SaaS success with Oracle Enhanced Support Services for SaaS

- **Maximize return on SaaS investments**—through a comprehensive support package and personal guidance, setting the stage for a successful cloud journey
- **Accelerate adoption and productivity**—through Oracle Guided Learning, helping you enable your end users and navigate business change with in-application guidance
- **Innovate with confidence**—through automated regression testing and health checks, helping you optimize SaaS-based processes and focus on new SaaS functionality quickly and efficiently
- **Drive business outcomes**—through proactive support, assisting you to leverage Oracle SaaS based on recommended practices and enabling your organization to free up time to focus on core business



Why choose Oracle Enhanced Support Services?

Our services allow you to receive the best of breed guidance from Oracle to help optimize your success. Oracle supports Oracle best.

- Unmatched Oracle Cloud expertise and experience
- Direct access to Oracle Engineering and Development
- Oracle proprietary tools and technology
- In-application learning

[Visit Oracle Enhanced Support Services for SaaS.](#)

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Prioritized and Proactive support

- **Operate reliably and efficiently** with personal support and guidance
- **Proactive support** for SaaS and PaaS with your primary point of contact
- **Fast resolution** through 24/7 SR escalation, management, and prioritization

Simplified Support Options

Take Your Next Step

Contact your Oracle Services Sales Representative today to discuss how to leverage Oracle's best of breed support offerings in one designated bundle to complement the existing services you receive today.