ORACLE
Customer Success Services

Oracle Cloud Success Assurance Service

Responsive support for Oracle Cloud Infrastructure

Oracle Cloud Success Assurance Service for Oracle Cloud Infrastructure (OCI) offers enhanced, responsive support with critical service request escalation management across your Oracle Cloud ecosystem through a designated technical support contact and access to Oracle specialized resources.

Success Management

Personalize your support experience with a named, single point of contact who can help address critical escalations and empower your users to drive adoption. Your designated Oracle technical support contact will conduct monthly reviews of service request trends, recommendations, best practices, and how to better use Oracle support.

Escalation Management

Receive enhanced support for resolving complex issues with 24/7 service request escalation assistance from specialized support resources to help facilitate rapid triage and appropriate Oracle engagement. We will follow up on remediation actions from business-critical incidents.

	Oracle Support Included in your subscription	**Oracle Cloud Success Assurance Service**
Oracle Support • 24/7/365 technical support • Digital assistance interface • SLOs for severity 1 initial response	✓	✓
Success Management • Designated Oracle Technical Account Manager (TAM) as single point of contact • Monthly service request reviews and recommendations		✓
Escalation Management • 24/7 severity 1 service request escalation • Incident remediation follow up • Access to Oracle specialized resources		✓

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Simple to get started

Oracle Cloud Success Assurance Service enhances your Oracle Support experience. With clear, predictable pricing, you can pay for this personalized service using Universal Credits, with no need for a new contract or purchase order. Simply activate through the Oracle Cloud Console, with service start just seven days after purchase, to quickly help you achieve more with Oracle Cloud.

Estimate your cost

Connect with us

Visit oracle.com/customer-success/run-and-operate/assurance-protection. Outside North America, find your local office at: oracle.com/contact.

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