Oracle Advanced Customer Success Services

Accelerate the possibilities. You have powerful toolsets in Oracle SaaS solutions that can help you realize the business outcomes you need to stay competitive and drive results. But realizing value in the cloud requires more than technology. It also requires a transformation in organizational processes and culture—a new future-facing, innovation-focused, change-willing mindset.

Are you ready to create robust processes that are agile, build a culture that is resilient to change, and drive creativity and innovation? Engage with Oracle Advanced Customer Success services today! We will help you get the most out of your cloud investment with an integrated approach that brings technology, business processes, and organizational culture together.

SERVICES TO SUPPORT YOUR SUCCESS

Oracle Advanced Customer Success offers value-add services that give you strategic perspective and insight needed for effective transformation. Centered around five fundamental value pillars, these services will help you overcome the challenges you encounter when trying to maximize your cloud investment.

Key Challenges Businesses Face:
- Instability and poor process performance
- Maintaining security and compliance
- Poor adoption
- Continuous improvement planning and methodology
- Change resistance/reduced productivity

Key Business Benefits:
- Faster value realization through disciplined approach
- Value visibility and discovery through clear targets and trackable progress
- Improved process performance
- Reduced risk to legal, brand and revenue-impacting security and governance breaches
- Better adoption and usage of the product
- Greater organizational support for changes

Figure 1. Value pillars that guide customers to demonstrable and quantifiable value realization on Oracle solutions.
• **Business Continuity Assurance.** Services that support improving stability and performance by helping your company plan for and manage the ongoing product releases.

• **Change Management Facilitation.** Services to support and guide you in ensuring the right training and communications are in place for smooth widespread adoption.

• **Compliance and Governance.** Services designed to work with you on security audits and provide ongoing compliance guidance.

• **Consumption and Adoption.** Services for continuously monitoring the state of the solution to make sure you are not experiencing adoption drift or consumption erosion that can hamper ROI. You also receive best-practice guidance and process reviews to identify opportunities to drive better alignment with the capability of the technology.

• **Continuous Improvement and Innovation.** Services that drive continuous improvement like success planning and benchmarking. These services also include innovation guidance and planning.

**THE ADVANCED CUSTOMER SUCCESS ADVANTAGE**

With Oracle Advanced Customer Success services, you receive a level of support and influence no other vendor can provide.

- Through our services, you gain insight and education based on visibility into the performance data on Oracle systems. You are kept in the know about what works and what doesn’t and how to avoid risk when trying to achieve results.

- Our Customer Success Managers have the experience on how to drive business transformations on these specific products. Customer Success Managers have been through these changes with countless customers trying to achieve the same outcomes.

- Oracle Advanced Customer Success services were built with customer evolution in mind. We are an always-on service, not bound by a project or statement of work. This means we stay tightly connected to changes in your objectives, challenges, and organizational shifts.

- And, as a service provided by Oracle to its customers, we are close partners with product development which means better alignment between your strategic plans and the product roadmap. You gain the advantage of staying ahead of change—the power to understand, leverage, and even lead innovation of the product to maximize outcomes.

<table>
<thead>
<tr>
<th>Opportunity Areas</th>
<th>% Improvement</th>
<th>Annual Benefits</th>
<th>TOTAL SAVINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce Chat Average Handle Time</td>
<td>26%</td>
<td>$208,751</td>
<td></td>
</tr>
<tr>
<td>Reduce Unnecessary Incidents</td>
<td>75%</td>
<td>$186,824</td>
<td></td>
</tr>
<tr>
<td>Improve Self-Service Deflection Rate</td>
<td>25%</td>
<td>$111,945</td>
<td></td>
</tr>
</tbody>
</table>

Figure 2. Real example of improvement opportunities and benefits returned to an Oracle Service Cloud customer with Oracle Advanced Customer Success services.

“Working with Customer Success as a strategic partner kick starts our journey to go beyond our current capabilities and get much more value from our purchase of Responsys.”

Rana Ghosh
Head of e-Commerce and Ancillary Revenue
Spirit Airlines
THE VITAL ROLE OF THE CUSTOMER SUCCESS MANAGER

Oracle Customer Success Managers empower you to achieve greater results than you can on your own. With their extensive knowledge in domain and product, our Customer Success Managers play five essential roles to help guide you through your transformation. They act as a:

Conduit: Bridging the gaps between Oracle products and your needs.

Confidante: Fostering a bond of trust with you, including understanding your goals and helping you reach them.

Cheerleader: Documenting your successes and supporting you in sharing them up the chain.

Coach: Providing a listening ear and helping you work through challenges, even when they aren’t product-related. They enable you to target, track, measure, and promote business outcomes throughout your cloud transformation journey, and validate your successes to help fuel continuous improvement and innovation.

Catalyst: Fully-invested, strategic partner that offers valuable recommendations.

To get the most out of your cloud investment it’s essential to take an integrated approach that brings technology, business process, and organizational culture together. Oracle Advanced Customer Success services help you to set the right course forward and ensure you maintain an optimal course to value by bringing together the right insights, experience, plans, and partnerships to empower you to achieve greater results.

CONNECT WITH US

For more information on Oracle Advanced Customer Success services, email naa_cs_sales_grp@oracle.com.

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Integrated Cloud Applications & Platform Services

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