

Oracle Advanced Support Assistance

ORACLE® Advanced Customer Services

MISSION-CRITICAL SUPPORT

KEY FEATURES

- Technical Account Manager
- Guided assistance on production-critical service requests
- Action plans to facilitate coordination of your staff and Oracle resources

KEY BENEFITS

- Streamline the management of your critical issues for faster problem resolution
- Reduce the risk of unplanned downtime
- Reduce operational cost associated with IT support tasks

The availability of your Oracle environments is critical to your business success. You need to ensure that your systems meet the pace and demand of real-time business-today and in the future. Oracle Advanced Customer Services delivers the proactive guidance and mission-critical support demanded by your business. Oracle Advanced Support Assistance provides you the specialized assistance of an Oracle Technical Account Manager to respond to critical service requests and drive faster service resolution.

Achieve Optimal Value from Your Oracle Investment

Oracle Advanced Support Assistance helps you achieve optimal value from your Oracle investment. An Oracle Technical Account Manager with knowledge of your environment, business, and timelines provides specialized guidance to ensure timely and accurate escalation of production-critical service requests. Oracle Advanced Customer Services helps drive higher system availability and long-term business success.

Oracle Advanced Support Assistance delivers:

A local/onsite Oracle Technical Account Manager assigned to your company escalations of service requests to Duty Managers, based on elapsed time support assistance across the entire IT stack.

Simplify Your Support Experience

Oracle helps streamline the management of your critical issues. Your designated Oracle Technical Account Manager has deep technical environment and business context knowledge, and is your single point of contact to help you resolve production-critical issues faster. In addition, Oracle helps you align service request priorities with your business needs.

Your Oracle Technical Account Manager understands your business and technical priorities and will help ensure that your service request priorities are in alignment with your business objectives and are escalated accordingly. Oracle develops action plans to facilitate the coordination of your staff and Oracle technical and development resources to achieve faster resolution of Severity 1 service requests. As a result, Oracle Advanced Support Assistance helps resolve issues faster.

Maximize System Availability

When you depend on Oracle solutions for mission-critical operations, taking chances is not an option. By focusing on your organization, we work closely with you and can provide you with optional proactive services to help reduce risk and eliminate possible system downtime.

Oracle Advanced Support Assistance allows you to personalize your support services with optional related service components to help maintain the highest system availability, and keep your IT systems aligned with your business priorities.

Mission-Critical Support for Your Complex IT Requirements

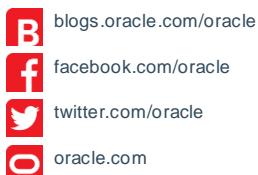
Oracle Advanced Customer Services provides tailored mission-critical support to help drive the highest levels of system performance and availability. Advanced Support Engineers provide highly proactive and preventive support for your mission-critical environment, with diagnostic and monitoring tools to anticipate, identify, and remediate issues. Our highly engineered approach to helping you achieve increased system availability helps you realize more value from your Oracle systems—with less disruption to your business.

CONTACT US

For more information about Oracle Advanced Support Assistance, visit oracle.com/acs, email us at acs_ww@oracle.com, or call +1.800.ORACLE1 to speak to an Oracle representative.



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