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, designed to meet the critical demands of today's digitally enabled organizations.

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, and all this with an attractive total cost of ownership (TCO).

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

FLEXIBLE 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

- Seamless support across multiple SaaS workloads

- Reduced TCO through operational efficiency, continuous improvements, and a predictable budget

Key Features

- Timely and targeted functional support of your end users to increase adoption and user satisfaction

- 24/7 critical process management of your key SaaS business flows during crucial times such as peak season

- Lifecycle management for extensions and integrations

- Regression testing: Oracle experts perform update testing for frictionless uptake of new features

Key Business Benefits

- Faster user adoption

- Improved overall business and user satisfaction

- Simplified SaaS lifecycle support

- Superior response and resolution times

- Continuous improvements

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COMPREHENSIVE PACKAGE OR STANDALONE COMPONENTS

Oracle Mission Critical Support for SaaS can be purchased in an attractive package bundle (Entry, Basic, Standard, or Advanced) or as standalone components, just as your business requires. The offering includes:

- **Business Help Desk for SaaS**: Timely and targeted functional support to increase user adoption and satisfaction. Configuration assistance for users, functions, and batch jobs.

- **Critical Process Management for SaaS**: 24/7 management, monitoring, resolution, and proactive oversight to ensure optimized performance of your most important SaaS business flows during crucial times.

- **Extensions and Integrations for SaaS**: Efficient management of new SaaS extensions, APIs, and integrations such as Java extensions developed on Java Cloud Service, Oracle Business Intelligence Cloud Service reports, and SOA Cloud Service integration composites.

- **Regression Testing for SaaS**: Update testing for frictionless uptake of new features and minimized impact of updates to key business process flows in the SaaS production environment. Take advantage of Advanced Customer Services' experience in executing 5,000 regression tests per month.

These services can be combined flexibly to match your unique requirements or to make the maximum impact on your SaaS investment taken together in the Mission Critical Support bundle. The services include account and service governance, and a single point of contact. A specific service version is available to address the requirements of United States Government and Federal Agencies.

Service Details of Mission Critical Support for SaaS

Service Level Agreements	• Service Request response times:
	    ○ Level 1: 30 minutes; Level 2: 60 minutes;
	     Level 3: 8 hours; Level 4: 24 hours
	• Service Request resolution times:
	    ○ Level1: Type 1, 2: 8 hours; Level 1: Type 3, 4: 12 hours;
	     Level 2: 24 hours

Coverage	• Standard: 8 hours/5 days • Extended (add-on option): 16 hours/5 days or 24 hours/7 days • Critical business process monitoring and Severity Level 1 Service Request: 24 hours/7 days • Governance, single point of contact • Translation support (add-on option): Spanish, Portuguese
Entitlement	• Weekly operational reports • Monthly account and service reviews • Help Desk, Extension and Integration Support, Critical Processes Managed, and Regression Testing • Tailored options available to meet customer specific requirements

Supported products and related services sidebar

Supported products
- Oracle SaaS offerings

Related Services
- Oracle Business Help Desk for SaaS
- Oracle Extensions and Integrations Support for SaaS
- Oracle Critical Process Management for SaaSOracle
- Regression Testing Service for SaaS

With more than 15 years in operation, Oracle Advanced Customer Services has unmatched experience in functional and technical support of Oracle applications and SaaS. More than 1,000 subject matter experts provide global support 24/7, and manage an average of 6,000 Service Requests and 5,000 regression tests per month.

Take advantage of Oracle Mission Critical Support for SaaS and maximize user experience and overall business satisfaction with your Oracle SaaS applications.

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment

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