

# Oracle Network Grade Support

## ORACLE® Advanced Customer Services

### COMPLETE LIFECYCLE SERVICES

#### KEY FEATURES

- Mission-critical support
- Service Level Agreements

#### KEY BENEFITS

- Reduced cost and risk
- Faster issue resolution
- High availability

When your communications solution demands full-time availability, even a minor service disruption can be devastating to your company's reputation and bottom line. Oracle Network Grade Support offers tailored services and expertise to help protect your mission-critical environment. With our mission-critical support, you can expect fast issue resolution, reduced costs, and high availability for your IT environment—all resulting in your business success.

### Oracle Network Grade Support for Communications

Oracle Communications Network Charging and Control and Oracle communications service delivery solutions empower you to succeed in an increasingly competitive market while meeting changing consumer demands head-on. Oracle Network Grade Support, delivered by Oracle Advanced Customer Services, ensures the maximum value from these products while helping to ensure high availability and fast issue resolution. In addition, all services are backed by Service Level Agreements (SLAs).

### Mission-Critical Support with Service Level Agreements

Today's resource-stretched IT organizations face enormous pressure to add business value while executing flawlessly. Meeting these challenges in a mission-critical environment raises the stakes even higher.

When you leverage our mission-critical support, you work with a personalized team of Oracle experts dedicated to your success throughout the solution lifecycle.

### Focused Support Team

Oracle Advanced Customer Services delivers consistent, mission-critical support with an Oracle Technical Account Manager and a designated team of Oracle Advanced Support Engineers. Through this team, you also have unique access to Oracle engineers and developers for a coordinated service plan.

Your mission-critical support team delivers priority handling of service requests and escalation management. Each service request receives priority from the start, putting you in direct contact with senior technical support engineers. Your priority handling also includes a 24/7 dedicated hotline to resolve issues faster.

In addition, you receive proactive technical advice and reviews, as well as, a service delivery plan tailored to your business needs.

You have the option of choosing our monitoring service, which provides 24/7 proactive system monitoring, to help reduce your IT operation team's basic workload with proactive notification of potential issues.

## Backed by Service Level Agreements

Oracle Network Grade Support is backed by SLAs for response, restore, and resolve service times. Response and resolution times are critical to meet stringent network grade SLAs.

## Reduce Costs and Increase Availability

Oracle Network Grade Support delivers mission-critical support paired with SLAs for Oracle Communications Network Charging and Control and select Oracle Communications Service Delivery solutions\*. As a result, you can expect faster issue resolution, reduced costs, and high availability for your IT environment.

### ORACLE NETWORK GRADE SUPPORT

24/7 focused support team
Dedicated hotline
Oracle Technical Account Manager
Escalation management
Priority handling of service requests
Onsite Advanced Support Engineers
Proactive and preventative technical advice
24/7 advanced monitoring of entire IT stack
Response, restore, and resolve SLAs

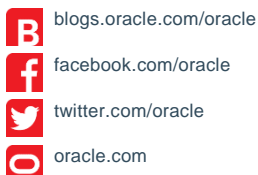
\*Opportunities eligible for Oracle Network Grade Support must include one of the following products: Oracle Communications Prepaid Charging, Oracle Communications Messaging Manager, or Oracle Communications Number Services Manager within Oracle Communications Network Charging and Control. Oracle Communications Converged Application Server or Oracle Communications Service Broker within Oracle Communications Service Delivery solutions.

### CONTACT US

For more information about Oracle Network Grade Support, visit [oracle.com/acs](http://oracle.com/acs), email us at [acs\\_ww@oracle.com](mailto:acs_ww@oracle.com), or call +1.800.ORACLE1 to speak to an Oracle representative.



### CONNECT WITH US



## Integrated Cloud Applications & Platform Services

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