

Oracle Solution Support Center for Cloud

As running mission-critical workload in the cloud increases, the need for proactive management to help drive efficiency and availability of your cloud environment becomes even more imperative. Oracle Advanced Customer Services offers preemptive guidance and preventative services, delivered by a designated team of cloud engineers, to help reduce the risk and accelerate your cloud journey.

Oracle Solution Support Center for Cloud delivers an advanced level of support designed to assist cloud administrators, IT staff, and super users with rapid resolution and optimization of the ongoing lifecycle of business-critical environments built using any combination of Oracle IaaS, PaaS, or SaaS.

MAXIMIZE YOUR ORACLE CLOUD INVESTMENT WITH TAILORED SUPPORT

Your business depends on the availability and performance of your cloud environment. A more personalized level of support and guidance is essential to keep pace with the outside digital disruption that is transforming your business needs. Oracle Solution Support Center for Cloud covers Oracle IaaS, PaaS, and SaaS. The service provides access to a dedicated hotline to a senior Oracle Cloud support team, including a Technical Account Manager and one or more designated technical leads with a deep understanding of your Oracle Cloud environment(s).

Oracle Solution Support Center for Cloud from Oracle Advanced Customer Services is a comprehensive annual support offering that enhances the customer experience in all phases of the cloud journey by driving the ongoing execution, use, and expansion of their cloud implementation.

FASTER PROBLEM RESOLUTION WITH PRIORITY SERVICE RESPONSE

Oracle Solution Support Center for Cloud delivers fast issue resolution with priority handling of incidents routed to a team of senior cloud engineers focused on resolving your issues. Through prioritization of cloud operations incidents and Service Requests, you can maximize the availability of your cloud environment.

Oracle engineers respond to your production-critical incidents quickly and work around the clock until the issues are resolved. To provide you with a consistent response, Oracle has implemented service level standards for Oracle Cloud based on severity indicators.

To provide immediate action and faster recovery from unplanned downtime, Oracle Solution Support Center for Cloud includes automatic, 24/7, time-based alerts that notify your Oracle Technical Account Manager of critical issues.

Key Features

- Personalized guidance from a designated senior cloud support team
- Dedicated hotline
- Priority Service Request response
- Service level standards
- Quarterly service reviews
- Proactive technical and architecture assessments

Key Benefits

- Faster resolution of issues
- Incident avoidance and identification of preventative measures
- Workarounds for critical issues
- More efficient maintenance and upgrades
- Continual optimization of your cloud solution

Your customized Advanced Support Portal is your source for up-to-date service information and communications. The portal gives you rapid access to incident diagnosis and resolution metrics, Oracle Solution Support Center for Cloud key contacts, and documentation of your quarterly reviews.

PROACTIVE REVIEWS, ASSESSMENTS, AND GUIDANCE

The Oracle Technical Account Manager leads formal quarterly reviews to assess performance against recommended standards, discuss your business and technical plans to anticipate and avoid escalations, and offer insight on how to receive the most value from your Oracle Cloud investment. At each quarterly service review, your Technical Account Manager compares Oracle's performance against the defined Oracle Solution Support Center response targets. In addition, you receive detailed support metrics that gives you deeper insight into the value of your Oracle Cloud investment and an opportunity to take advantage of our Oracle engineers' skills.

You will have access to a catalog of proactive cloud assessments and reviews that you can use to enhance your Oracle Cloud knowledge in all phases of your cloud. Assessment topics include migration blueprints, security, DevOps, Oracle and third party interoperability and many more.

GAIN A COMPETITIVE EDGE WITH A SUPERIOR LEVEL OF SUPPORT

The proper guidance and support model will help avoid barriers and challenges of operating successfully in the cloud. With Oracle Solution Support Center for Cloud, receive the tailored support, faster incident resolution, and preferred access to Oracle product knowledge that can aid in accelerating the return on your investment and facilitate your business objectives. Your designated Oracle Support team stays engaged end-to-end to keep your systems running predictably, minimize interruption, and deliver a more competitive advantage to your business.

Related Services

- Oracle DevOps Starter Kit
- Oracle Build and Deploy DevOps Platform Service
- Oracle Managed Applications Unlimited Service
- Oracle Managed Services for IaaS
- Oracle Managed Cloud Regression Testing Service
- Oracle Mission Critical Support for SaaS
- Oracle Advanced Support Engineer

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Integrated Cloud Applications & Platform Services

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