

Oracle Technical Account Manager

ORACLE
Customer Success
Services

Accelerate alignment of your current and future IT environments with your business goals and benefit from recommended operational practices. Oracle Technical Account Managers have a wealth of experience in Oracle technology and can provide proactive guidance for post go-live strategy, and ongoing support of Oracle environments—whether on-premises, in the cloud, or in hybrid environments.

Make the most of your Oracle environments: On-Premises, Oracle Cloud, or Hybrid

Oracle Technical Account Managers provide personalized support for your Oracle technology and directly coordinate with Oracle Development and product teams to help resolve issues faster. They understand your core business objectives and your IT environment.

With this unique combination of technical background and customer knowledge, they can support your IT team through ongoing reviews, advice, and guidance to maximize the productivity of your Oracle technology.

Oracle Technical Account Managers can provide recommended practices and innovative ideas to align your IT infrastructure with your business goals and identify the business impact of issues and risks. In addition, they coordinate the support activities of your Customer Success Services team and act as your single point of contact for efficient, streamlined communication.

Typical activities of Oracle Technical Account Managers

- Ongoing planning and productivity reviews, advice, and guidance to help your IT staff stay ahead of potential challenges and achieve continuous business and operational improvements
- Guidance on infrastructure roadmap planning
- Guidance for optimizing performance, supportability, and maintainability
- Regular analysis and recommendations on the successful planning and support of your Oracle environment
- Product-based recommended practices and knowledge sessions on how to maximize return on investment, improve operational efficiencies, and accelerate adoption

Key features

- Proactive guidance
- Recommended practices and knowledge transfer
- Oracle expertise across the product lifecycle and cloud options
- Comprehensive reviews and recommendations
- Assistance with typical project initiatives such as:
 - Cloud deployment
 - Operational optimization virtualization
 - Supportability and maintainability advice
 - Service delivery coordination
 - Technology refresh

Key benefits

- Accelerated adoption and maximized performance of Oracle systems, applications, and cloud solutions
- Maximized productivity of your Oracle technology and cloud subscriptions across the lifecycle
- Alignment of IT infrastructure with business goals
- Continuous business and operational improvements
- Proactive identification of issues
- Reduced risk
- Faster issue resolution time

- Periodic checkpoints and reviews to help your IT staff stay ahead of potential challenges and optimize your existing environment

Oracle Technical Account Managers support your entire technology stack

Oracle Technical Account Managers provide expert strategic guidance, governance, process optimization, and delivery coordination leading to seamless integration, usability, high business value, and faster issue resolution.

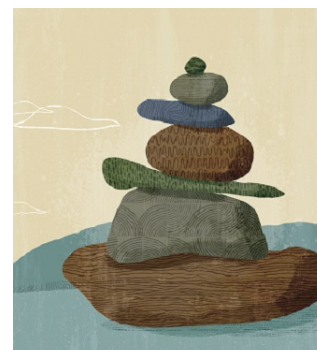
Key activities may include:

- Expert assistance based on recommended practices, application knowledge, and experience with Oracle Cloud applications
- Tailored assistance for your organization based on personalized knowledge of your technical and product environment
- Coordination of a virtual team of Oracle Cloud support engineers to resolve incidents
- Knowledge sharing based on recommended practices across the entire lifecycle of your Oracle databases and applications
- Security reviews and recommendations

Maximize the performance of your Oracle investment

With the proactive guidance of a Technical Account Manager, you can make the most of your Oracle technology investment, on-premises, in the cloud, or in a hybrid environment, and meet the ongoing demands of your business.

For more than 20 years, Oracle Customer Success Services has helped companies across the world gain the speed, flexibility, and security they require to grow their business. We work side by side with you to understand your unique business goals and requirements—helping you maximize your investment and minimize risk to achieve more.



Connect with us

Call +1.800.ORACLE1 or visit oracle.com/customer-success
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