Oracle Solution Support Center

ORACLE
Customer Success Services

Complex IT systems are a top productivity barrier for many enterprises. Operation and maintenance can take a lot of time and resources. Oracle Customer Success Services can help businesses manage complexity as well as increase operational efficiency through comprehensive operational support.

Hybrid IT environments with integrated on-premises and cloud components are very common, but the complexity can make operations, maintenance and control challenging. It may be hard to identify the root cause of an issue. Fixing it might take longer than expected. A broad range of technical expertise as well as a profound understanding of your business and IT environment are needed to maintain all components properly and make sure you achieve the SLAs your business requires.

Stable and efficient operations at high performance of your most critical IT environment is a must. End-to-end expert support can help you to meet your business objectives and improve continuously.

Oracle Solution Support Center provides personal support and proactive risk prevention for any Oracle deployment; be it on-premises, on Oracle Cloud Infrastructure (OCI/PaaS), SaaS, or hybrid combinations.

Personal support for high performance

Your designated support team—led by a Technical Account Manager and a dedicated support hotline—provide 24/7 comprehensive support and prioritized issue resolution. Proactive guidance and improvement recommendations help you to reduce risk and proactively avoid problems in the first place. Improvement recommendations help you to manage complexity, improve reliability and performance, and operational cost of your IT environment.

Oracle Solution Support Center comes in multiple options to meet the needs of your environment and business. Contact your Oracle Customer Success Services Sales representative to discuss which offering could help you best.
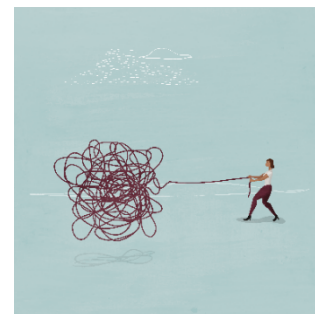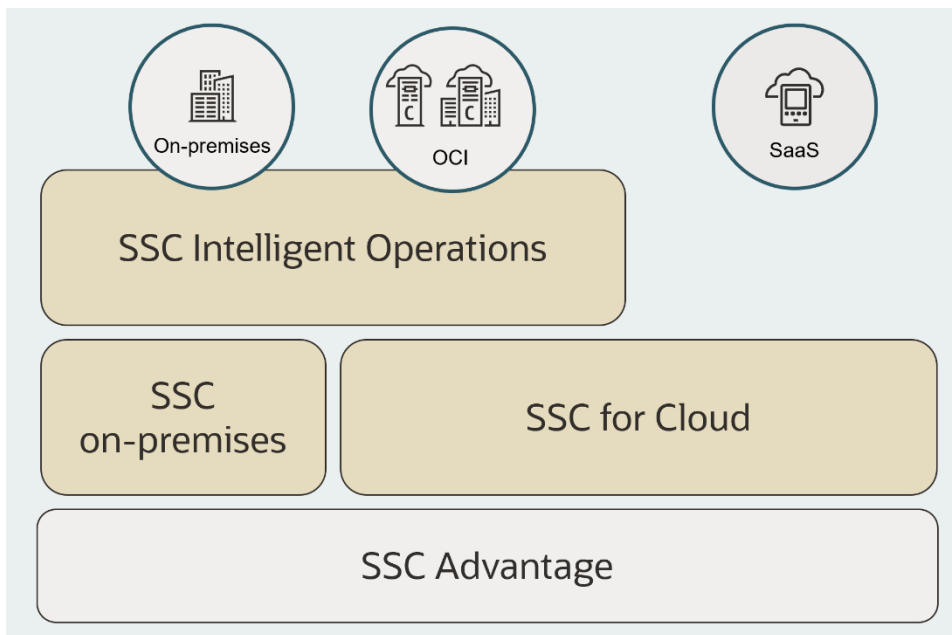
Key features

- Designated support team
- 24/7 comprehensive support
- Onsite and remote support engineers
- Dedicated hotline
- Prioritized service request resolution
- Intelligent Operations based on AI/ML tooling

Additional Intelligent Operations features

- Proactive support assistance
- Performance and capacity analysis
- Intelligent Operations platform with KPI-based monitoring and deeper insights
- Customized dashboards or aggregated reports for unified view across the IT environment

Key benefits

- Increase operational efficiency and reduce cost
- Reduce risk through proactive problem avoidance and fast issue resolution
- Improve performance, availability, and reliability of your IT platform
- Manage complexity

ORACLE

Solution Support Center components

Service Component	SSC Intelligent Operations	SSC for Cloud		SSC	SSC Advantage
Deployment	On-premises, PaaS/OCI	PaaS/OCI	SaaS	On-premises	Any
Designated team					
Designated Technical Account Manager	✓	✓	✓	✓	✓
Designated technical lead	✓	✓	✓	✓	
Dedicated hotline	✓	✓	✓	✓	
Escalation management	✓	✓	✓	✓	Limited
Service delivery plan and reviews	✓	✓	✓	✓	✓
SR prioritization and Service Level Objectives	✓	✓	✓	✓	
Alerting (Fault, performance, capacity, log)	✓				
Customization, integration, interoperability support		✓	✓		
Proactive assistance					
Proactive patch, performance, capacity tuning advice	✓	✓	✓	✓	Configurable
Integration/interoperability guidance	✓	✓	✓		Configurable
Customization/extension guidance			✓		Configurable
Service entitlement consumption guidance	✓	✓	✓		Configurable
Assessments			✓	✓	Configurable
Proactive patch deployment					Configurable
Weekly performance/capacity activity review	✓				Configurable
Quarterly performance/Capacity trend analysis	✓				Configurable
Quarterly security guidance					✓

Oracle Solution Support Center options

Solution Support Center Intelligent Operations

Oracle Solution Support Center Intelligent Operations offers a unique combination of personal support and artificial intelligence for comprehensive and proactive operations of your Oracle infrastructure, either on-premises or in the cloud.

Intelligent Operations can help IT organizations make the shift to operating their complex multicloud environments more proactively and efficiently.

Personal support and machine learning

Oracle Customer Success Services is taking it one step further with Oracle Solution Support Center Intelligent Operations by combining the advanced technology of Intelligent Operations with personal and proactive 24/7 support. A customized dashboard provides end-to-end views on a single pane to easily detect trends.

This unique offering can help you gain efficient and predictive operation of your complex IT environment to achieve the best results for your business.

When to consider Solution Support Center

- When availability, reliability and performance of your most critical business functions is a must

- When you are operating complex IT environments; be it on-premises, in the cloud, or hybrid

- When you experience many critical issues with long resolution times

- When operational costs are increasing

Challenges of complexity

- High manual effort

- Multiple tools

- Overhead and delays in identifying issues

- Steep rise of telemetry data

- Lack of skilled resources

Intelligent Operations

Intelligent IT operations is also known as Artificial Intelligence for IT Operations (AIOps).

ORACLE

The value of Oracle Solution Support Center Intelligent Operations

OPERATIONAL EFFICIENCY	RISK PREVENTION
• Unified view of operational metrics • Optimized management of performance and capacity • Reduced operational cost • Improved performance and reliability • Increased availability	• Proactive problem identification • Problem prevention • Fast issue resolution

The proactive and predictive support model covers cloud native and traditional on-premises technologies and includes:

Personal support

- 24/7 specialized support by a team of experts who know your environment and work closely with you

- A dedicated hotline, prioritized service requests, and escalation management for faster issue resolution

- Proactive guidance and preventive services for your complex mission-critical environment

Intelligent Operations

- Proactive observability and diagnostic reviews across the full stack (infrastructure to application)

- Visibility across multiple cloud and on-premises deployments

- Artificial intelligence and machine learning capabilities infused into existing workloads for better operational data insight

- Tool interoperability

	With AI/ML
Designated Technical Account Manager and Technical Lead	✓
Escalation management	✓
SR Prioritization and Service Level Objective	✓
Service delivery plan and quarterly reviews	✓
Personalized portal	✓
Support activity review	✓
Dedicated hotline	✓
Proactive patch recommendations	✓
Proactive performance and capacity tuning advice	✓
Service requests routed and prioritized through specialized team	✓
24/7 database fault observability and analysis	✓
24/7 topology aware log observability and analysis	✓
Customer-specific availability, performance, and predictive analysis	✓
24/7 application fault and predictive analysis	✓
Alerting and notification	✓
Weekly performance analysis—highlights and potential concerns	✓
Weekly capacity analysis—highlights and potential concerns	✓
Quarterly performance analysis—historical and comparative	✓
Quarterly capacity analysis—trending and forecasting	✓

Oracle Solution Support Center Intelligent Operations features overview

Data analytics and machine learning can aggregate and correlate data across the environment and detect anomalies and trends to help proactively prevent issues and increase operational efficiency.

ORACLE

Customer-specific dashboards or aggregated reports

Manage complexity and make your life easier with a customized, user-friendly operational dashboard or aggregated reports by Oracle Customer Success Services. Replace your multitude of tools and views with a clear status overview of all layers.


Customer-specific operations dashboard with drilldowns as needed

Examples of how Oracle Customer Success Services Intelligent Operations can prevent risk

CUSTOMER CHALLENGE	ORACLE CUSTOMER SUCCESS SERVICES SOLUTION	RESULTS
Capacity issue Undetected trend could lead to performance gaps of business application.		**Optimized capacity within hours** • Better resource consumption • End-to-end visibility and control via customized dashboard
Slow database performance Slow database performance due to an SQL issue could lead to **transaction failure.**		**Fast identification of SQL issue and resolution guidance**
Application timeouts	• Review of deadlock occurrence frequency • Fast remediation advice on application changes or patch resolution of deadlocks	**Deadlock identified within hours**

ORACLE

The Oracle Customer Success Services methodology

Oracle Customer Success Services is unifying cloud, data, and AI to gain insights and deliver predictive outcomes.
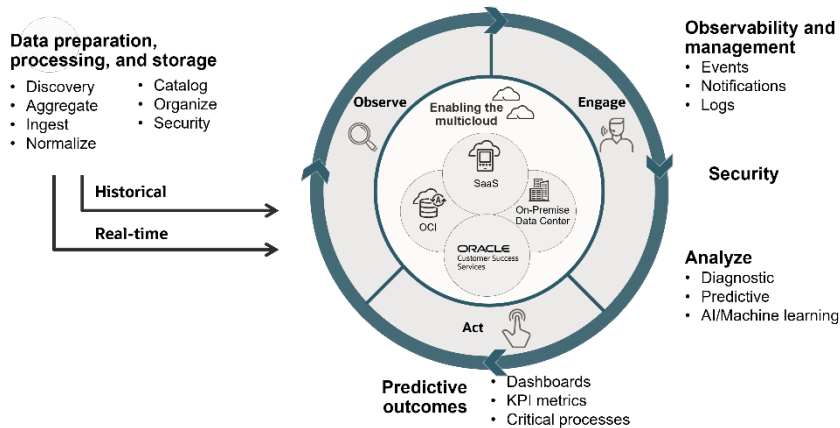
Oracle Customer Success Services Intelligent Operations methodology

Oracle Customer Success Services has built a holistic methodology and is using proprietary tools and technology to analyze on-premises or cloud-based components, identify trends, and provide proactive guidance. Security is built in across all layers, connections, and processes to protect your company's data.

Oracle Solution Support Center for Cloud and on-premises

If Intelligent Operations is not an option for you, other versions of Solution Support Center may be more suitable.

Oracle Solution Support Center for Cloud—IaaS/PaaS (OCI) or SaaS—and Oracle Solution Support Center (for on-premises deployments) offer similar deliverables, including designated team and dedicated hotline, without providing Intelligent Operations tooling. Benefit from increased performance, continuous optimization and reduced operational cost and risk through proactive problem avoidance and fast issue resolution.

For on-premises deployments, Oracle Solution Support Center is ideal to complement Oracle Premier Support—which comes with your product purchase— by enhancing your support experience with personal assistance and proactive guidance.

Similarly, the platinum-level of support you receive with your SaaS subscription can be extended and enhanced with Solution Support Center for Cloud. Have a personal team by your side ensuring high process performance and business continuity of your on-premises and cloud deployments today and in the long run.

Oracle Solution Support Center Advantage

Fixed scope services are not your preference? With Oracle Solution Support Center Advantage, you can configure your own support solution. Bring in our expertise and services when and where they are needed:

ORACLE

- **Technical Account Manager** for service governance, escalation management, and to act as your single point of contact for your support needs

- **Security Account Manager** for security governance and advisory, such as compliance policies and security vulnerability advisory

- **Advanced Support Engineers** to join forces with your team for specific projects or to bridge resource gaps

- **Targeted proactive and preventive services** configured to your needs. Guidance and actionable improvement recommendations help you gain and maintain operational efficiency and a secure IT environment.

Who knows Oracle better than Oracle?

For more than 20 years, Oracle Customer Success Services has helped companies gain the speed, flexibility, and security features that they require. Oracle Customer Success Services has 1,000+ Oracle specialists worldwide who bring a wealth of experience to serve customers with complex environments and challenging business goals.

Leverage Oracle Solution Support Center to manage complexity of your multicloud environment and increase IT service quality and uptime.

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/customer-success/run-and-operate
Outside North America, find your local office at oracle.com/contact

blogs.oracle.com/customer-success-services

ORACLE