ORACLE
Customer Success Services

Oracle Cloud Success Protection Service

Personalized, proactive support and guidance for Oracle Cloud Infrastructure

Oracle Cloud Success Protection Service for Oracle Cloud Infrastructure (OCI) helps you unlock greater value and innovation so you can get more value from Oracle Cloud. You'll gain deeper and more dynamic engagement, including access to a designated technical support contact and Oracle specialized resources to help support faster remediation and resolution of critical technology issues that arise. Plus, get proactive support and guidance to help you optimize and innovate with Oracle Cloud.

Success Management

Personalize your support experience with a named, single point of contact who can help address critical escalations and empower your users to drive adoption. Your designated Oracle technical support contact will conduct monthly reviews of service request trends, recommendations, best practices, and how to better use Oracle support.

Proactive Support

Get support for timely resolution for critical incidents with a predefined escalation process and support from a team of domain experts who provide integrated, multi-technology issue resolution. Get proactive health monitoring to help with risk detection and mitigation.

Escalation Management

Receive additional support for resolution of complex issues with 24/7 service request escalation assistance from specialized support resources to help enable timely triage and appropriate Oracle engagement. We will follow up on remediation actions from business-critical incidents.

Innovation and Optimization Guidance

Get ongoing health checks and architecture reviews designed to help with workload optimization and provide guidance on the adoption of Oracle Cloud capabilities.

Copyright ©2026 Oracle and/or its affiliates | Public

Oracle Cloud Success Protection Service Details

	Oracle Support Included in your subscription	Oracle Cloud Success Protection Service
Oracle Cloud Support • 24/7/365 technical support • Digital assistance interface • SLOs for severity 1 initial response	✓	✓
Success Management • Designated Oracle Technical Account Manager (TAM) as single point of contact • Monthly service request reviews and recommendations		✓
Escalation Management • 24/7 Severity 1 Service Request escalation • Incident remediation follow up • Access to Oracle specialized resources		✓
Proactive Support • Proactive health monitoring and multi-technology concierge issue resolution • Proactive risk detection leveraging customer observability and management and OCI service-level and region-level alerts		✓
Innovation and Optimization Guidance • Proactive guidance on workload optimization through ongoing health checks to review cloud resources and workloads • Architecture reviews for optimization guidance for workloads • Innovation guidance for adoption of Oracle Cloud capabilities		✓

Copyright ©2026 Oracle and/or its affiliates | Public

Simple to get started

Oracle Cloud Success Protection Service helps enhance your Oracle Support experience, and with clear, predictable pricing, you can pay for this personalized service using Universal Credits, with no need for a new contract or purchase order. Simply activate through the Oracle Cloud Console, with service start just seven days after purchase, to quickly help you achieve more with Oracle Cloud.

Estimate your cost

Connect with us

Visit oracle.com/customer-success/run-and-operate/assurance-protection. Outside North America, find your local office at: oracle.com/contact.

Copyright © 2026, Oracle and/or its affiliates. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. NetSuite was the first cloud company—ushering in the new era of cloud computing. Other names may be trademarks of their respective owners.

Copyright ©2026 Oracle and/or its affiliates | Public