

Modernize and Innovate with Oracle Applications

ORACLE
Customer Success Services

In today's fast-paced digital world, staying ahead means quickly adapting and innovating. You need to be agile and ready to embrace change to stand out. The Customer Success Services team is here to guide and support you every step of the way as you transform your Oracle Applications—on your terms and timeline.

Modernize without starting over

Oracle Support for the latest releases of the Oracle Applications portfolio, including E-Business Suite, JD Edwards EnterpriseOne, Siebel, and PeopleSoft, will continue through 2036. What does this mean for you as an Oracle Applications customer? Oracle is fully committed to its products and you.

Whether you choose to modernize where you are or are on your cloud journey, Oracle gives you the flexibility to go at your pace. With distributed cloud options like Oracle Cloud Infrastructure, multicloud, partner clouds, and private cloud—you can meet strict compliance needs and data sovereignty standards, all while enjoying SLA-backed services, robust security, high performance, and lower costs right from the start.

Innovate and improve applications with confidence

Oracle Customer Success Services has years of experience in operations and support of Oracle Applications in the cloud and on-premises. With over 3,000 advanced support engineers worldwide and experienced technical account managers, you have access to the guidance and expertise to meet your business goals.

With a targeted, flexible services portfolio, Oracle's expert support team partners with you to tackle your application challenges. Using proven methods, cutting-edge technology, and powerful AI-driven automation, we can take routine tasks off your plate and keep your business running smoothly. With our Oracle AI Factory approach, we can help you extend your applications and boost innovation through intelligent, automated solutions.



It is easier than you think

What if you could have a modern Oracle Applications experience while making the most of your existing technology investment?

- Avoid CapEx and still move the platform forward
- Experience built-in security that protects confidential and trusted data
- Introduce new functions and capabilities by integrating cloud services
- Enjoy the benefits of operating in the cloud to support changing business needs without an impact to people, processes, and tools

Plan your cloud transformation

Embrace new technology quickly

Would you like to:

- Tap into Oracle expertise to help you plan for and execute upgrade and transition activities according to Oracle best practice recommendations?
- Efficiently modernize to the latest technology and reduce risk all while maintaining business continuity?

The Customer Success Services solution

- **Oracle Upgrade for Applications** offers comprehensive support from planning to post-production go-live assistance, efficiently upgrading you to the latest version. Reduce risk and gain stability while gaining access to new features, functionality, and security enhancements.
- **Oracle Transition Service for Applications** delivers a comprehensive, process-driven approach starting with a pretransition analysis, transition planning and execution, and rigorous validation—supported by advanced tooling and clear milestones for a smooth and transparent migration.

Accelerate time to value

Achieve optimal user productivity and drive product adoption

Would you like to:

- Increase user efficiency and adoption of your Oracle products?
- Manage and optimize configurations and extensions?
- Streamline and manage critical processes during peak times?
- Take the lead on managing your environment but receive tailored proactive incident management and issue resolution?

The Customer Success Services solution

- **Oracle Cloud Success Assurance and Cloud Success Protection Services**, available for purchase through Universal Credits, offer personalized, designated support across the entire Oracle Cloud ecosystem. Benefit from expedited issue resolution, proactive guidance, direct Oracle expert access, and tailored support to help you optimize and innovate with your Oracle solutions.
- **Oracle Solution Support Center for PaaS and IaaS** provides high availability and performance by assisting with the ongoing execution and effective use of your cloud solution through end-to-end support of your entire Oracle environment by your dedicated Oracle support team.

Experience the Oracle Cloud advantage through:

- Choice in cloud models: Meet industry regulations and strict compliance requirements
- Dynamic Scope: Ability to scale up/down
- Customer Self-Service: Control of non-production environments
- Quicker Provisioning: Automated provisioning of applications and infrastructure as needed
- Extensible PaaS Ecosystem: Future-proof your business through embedded AI, mobile, and analytics.

Manage and secure your business

Run applications at the highest productivity, security, and cost efficiency

Would you like to:

- Increase availability and performance of your applications?
- Manage the entire IT lifecycle of your workloads?
- Enable fast provisioning of production, test, and development environments?
- Protect your data and applications against security threats and address compliance and industry regulations?

The Customer Success Services solution

- **Oracle Managed Enterprise Application Cloud Service** provides SLA-driven, 24/7 fully managed lifecycle services for Oracle Applications on Oracle Cloud. Offload management of your environment and receive an enhanced security and built-in disaster recovery solution.
- **Oracle Advanced Management for Hybrid Cloud** delivers advanced, jointly managed support to help your team overcome application and technology challenges across any deployment model. Optimize your technical, staffing, and security operations with flexible service options tailored to your organization.
- **Oracle Help Desk for Managed Applications** increases user satisfaction and drives product adoption through timely and targeted functional support of your end users, configuration assistance, and critical process management.
- Oracle Managed Security Services help improve your security posture from database to applications with offerings that target compliance, identity and access management, vulnerability and threat prevention, and overall governance of your security solutions.

Accelerate AI adoption with Oracle AI Factory

Oracle AI Factory is a one-stop solution that helps you rapidly adopt and optimize AI for real business results. No guesswork – just clear direction. Through roadmaps, education, expert guidance, prescriptive resources, and proven use cases, Oracle AI Factory supports you at every stage of your AI journey. Whatever your level of AI expertise, Oracle AI Factory gives you a path forward for the bold business outcomes you expect.

We are with you every step of the way

Whether you keep your Oracle Applications on-premises or move to the Oracle Cloud, Customer Success Services has the experience and direct access to Oracle Support, Development teams, and AI capabilities to help facilitate a successful application journey. Gaining peace of mind and getting the edge on your competition is just a phone call away. Contact us to learn more today.



The [Oracle AI Factory](#) can help accelerate AI adoption by:

- **Modernize operations** by transitioning from on-premises to scalable, AI-powered SaaS solutions, delivering the optimal long-term foundation for modernization and growth
- **Build and Deploy AI Agents** with Oracle AI Agent Studio to create and implement AI agents that drive rapid business results
- **Accelerate Embedded AI** by Integrating AI seamlessly into Oracle Fusion Cloud Applications, empowering organizations with faster, AI-driven insights to drive improved business outcomes
- **Gain Real-Time Insights** by utilizing the Oracle AI Data Platform to access timely business insights, enhancing decision-making processes

Connect with us

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