

# Oracle Cloud Priority Support

**ORACLE**  
Customer Success  
Services

Oracle SaaS subscriptions include platinum-level services for smooth implementation and operational support. If you are seeking an enhanced service level for your most critical SaaS environments to ensure the highest levels of availability and performance, Oracle Cloud Priority Support is the answer. Get your incidents and service requests placed at the top of the queue for faster resolution and prevent risk with proactive guidance by Customer Success Services engineers.

## Enhanced level of support for your business

Oracle platinum-level services are a unique support standard across Oracle SaaS products. They include a named support engineer during implementation, and 24/7 support.

As your business depends on outstanding availability and performance of your Oracle SaaS solution, you may want an even more enhanced, personalized level of support. With Oracle Cloud Priority Support, you will get tailored support to continuously achieve the highest performance levels for your business.

## Personal support for your SaaS success

With Oracle Cloud Priority Support, you will get access to a designated Oracle Technical Account Manager who understands your business requirements and proactively manages incident resolution and escalations.

### The Oracle Technical Account Manager

- Provides personal support to you based on a detailed understanding of your SaaS solution and your use of Oracle SaaS.
- Speeds resolution times through proactive management of incident resolutions and escalations and coordination of a virtual team of Oracle Cloud Operation and Oracle Cloud Support engineers addressing your issues. Keeps your team and senior management updated on the status.
- Assists with complex problems such as service requests with multiple related incidents or to address unique business requirements which need more attention than standard escalation processes or individual issue resolution.
- Ensures successful project rollouts such as upgrades by managing the escalation process of critical incidents to prevent them from affecting your business.

### Key features

- Personalized guidance from a designated Oracle Technical Account Manager
- Priority Service Request response
- Resolution of complex problems with multiple related incidents
- Quarterly reviews and knowledge sessions

### Key benefits

- Highest levels of availability and performance of your business-critical SaaS solution
- Business continuity through proactive risk detection and prevention before issues can occur
- Faster issue resolution
- SaaS reliably delivering the outstanding services you need for your business success

## Proactive reviews

The Oracle Technical Account Manager also leads formal quarterly reviews with you to assess performance against recommended standards, discuss your business and technical plans, anticipate and avoid escalations, and offer insight on how to ensure you are receiving the most value from your Oracle SaaS investment.

At each quarterly service review, your Oracle Technical Account Manager compares Oracle's performance against the defined Oracle platinum-level Cloud Support response targets. In addition, you receive detailed support metrics that give you deeper insight into the value you gain from your Oracle SaaS investment.

## Faster incident resolution with priority service response

Oracle Cloud Priority Support puts your service requests at the top of the queue to get them addressed and resolved quickly.

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

These prioritizations of your Cloud Operation's incidents and Service Requests will help you achieve maximum availability of your Oracle SaaS solution.

## Benefit from our experience

With Oracle Cloud Priority Support, you will receive unique personal support on top of platinum-level services, to give your most critical SaaS environments the attention they need to deliver the value your business expects. Receive tailored guidance, benefit from faster incident resolution, and gain preferred access to Oracle product knowledge. Keep your SaaS systems running predictably, minimize disruption, and deliver a competitive advantage to your business.

## Supported products

- Oracle SaaS offerings

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