

Oracle Cloud Priority Support for IaaS and PaaS

ORACLE
Customer Success
Services



Oracle Cloud Priority Support for IaaS and PaaS (Oracle Cloud Infrastructure) by Oracle Customer Success Services delivers a personalized support relationship with tailored guidance based on your business and technical priorities. An advanced level of support provides faster incident resolution by combining priority handling of cloud-operation incidents and service requests with proactive guidance.

Personalized knowledge of your business

With Oracle Cloud Priority Support for IaaS and PaaS, you will get access to a designated Oracle Technical Account Manager that knows your environment and proactively manages incident resolution and escalations.

The Oracle Technical Account Manager:

- Provides tailored assistance for your organization with personalized knowledge of your Oracle Cloud Infrastructure workloads
- Coordinates a virtual team of Oracle Cloud Operation and Oracle Cloud Support engineers to resolve critical incidents
- Communicates the status of issue resolution to appropriate team members and senior management as needed

Proactive reviews

The Oracle Technical Account Manager also leads formal quarterly reviews 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 Cloud investment. At each quarterly service review, your Technical Account Manager compares Oracle's performance against the defined response targets. In addition, you receive detailed support metrics that give you deeper insight into the value of your Oracle Cloud investment.

Faster incident resolution with Priority Service Response

Oracle Cloud Priority Support for IaaS and PaaS delivers faster issue resolution with priority handling of incidents. Your service requests are put at the top of the queue to get them addressed and resolved quickly.

Key features

- Personalized guidance from a dedicated Oracle Technical Account Manager
- Priority Service Request response
- Quarterly reviews and knowledge sessions

Key benefits

- Highest levels of availability and performance of your business-critical IaaS/PaaS solution
- Business continuity through proactive risk detection and prevention before issues can occur
- Faster issue resolution

Supported products

- Oracle IaaS and PaaS (Oracle Cloud Infrastructure) offerings

Related services

Examples of the service portfolio supporting Oracle IaaS and PaaS include the following:

- Oracle Advanced Support Engineer
- Oracle Priority Support
- Oracle Cloud Priority Support for SaaS

To provide immediate action and faster recovery from unplanned downtime, Oracle Cloud Priority Support for IaaS and PaaS 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 Cloud solution.

Benefit from the next level of support

With Oracle Cloud Priority Support for IaaS and PaaS, receive tailored guidance, benefit from faster incident resolution, and gain preferred access to Oracle product knowledge. Keep your systems running predictably, minimize disruption, and deliver a more competitive advantage to your business.

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/acs
Outside North America, find your local office at oracle.com/contact

 blogs.oracle.com/advanced-customer-services

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