

Oracle Enhanced Support Services for Infrastructure

Oracle Enhanced Support Services for Infrastructure is a comprehensive offering helping Oracle Cloud Infrastructure customers achieve and exceed intended business outcomes faster and maximize the return on their investment. Access the best of Oracle's support offerings in one easy-to-consume bundle.

Why do I need enhanced support?

Having the right support to succeed in the world of cloud is essential. Every transformation comes with risk associated to changes in people, processes, and systems. Thereby consider:

1. Are you efficiently enabling your team to reduce operational risks and solve issues faster?
2. Do you leverage recommended practices from experts to optimize cloud workloads and operational processes?
3. How are your people equipped and trained to use your new Oracle Cloud ecosystem with ease?

Oracle Enhanced Support Services for Infrastructure is designed to help you optimize your cloud success through technical advisory and guidance, and proactive support delivered by Oracle technology experts

Proactive and Prioritized Support	Technical Advisory and Guidance	Digital Learning
 Designated Technical Account Manager  Prioritized issue resolution	 Cloud Architect  Health checks and reviews  Technical guidance and recommendation	 OCI Certification  OCI Lab Access



What is Oracle Enhanced Support Services?

Optimize your cloud success with Oracle Enhanced Support Services for SaaS

Key Services

Proactive and Prioritized Support

- **Operate reliably and efficiently** with personal support and guidance
- **Proactive reviews** of your service request trends and overall system health with your primary point of contact
- **Fast resolution** through 24/7 service request escalation management and prioritization

Technical Advisory and Guidance

- **Accelerate transformation** through optimized usage of cloud capabilities
- **Mitigate risk** using health checks and reviews for best practices
- **Optimize and modernize workloads** using expert advisory and guidance

Digital Learning

- **Improve work performance** with enhanced cloud skills
- **Gain confidence** with certified knowledge
- **Practice your skills** in hands-on labs before moving to production

- **Operate with resilience**—through a single designated point of contact who provides expert guidance and support
- **Innovate with confidence**—through proactive health checks helping optimize workloads and accelerate cloud adoption
- **Accelerate your expertise**—through integrated, dynamic learning and certifications



Why choose Oracle Enhanced Support Services?

Our services allow you to receive the best of breed guidance from Oracle to help optimize your success. Oracle supports Oracle best.

- Unmatched Oracle Cloud expertise and experience
- Direct access to Oracle Engineering and Development
- Oracle proprietary tools and technology

On-demand Oracle Cloud Infrastructure (OCI) training, lab environments, and certifications

Simplified Support Options

Take Your Next Step

Contact your Oracle Customer Success Services Sales Representative today to discuss how to leverage Oracle's best of breed support offerings in one designated bundle to complement the existing services you receive today.

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