

# Oracle SaaS Support Services

Whether you are a small company or a global enterprise, Oracle Support is your **trusted partner** with more than **40 years of experience** helping customers succeed. We understand SaaS and all the complexities that you face in that environment. Oracle's platinum-level of support is with you throughout your entire journey using data to drive the right insight and action, along with the tools to help you maximize effectiveness. Our technical, product, and domain expertise will advise, guide, and support you in taking the right steps to **reach your goals**.

## SUPPORT THROUGHOUT YOUR JOURNEY

Oracle SaaS Support Services provides everything you need across IT and business to have seamless adoption of Oracle SaaS products and reach business value faster. Platinum-level support offers access to more channels than ever before for issue resolution, whether you choose to submit a case online, call a Support Engineer, or connect with an expert via live chat. We are also committed to faster issue resolution by defining response SLOs, and our promise of a 15-minute response time for severity one issues is the fastest amongst our competition.

Successful implementations are critical to your success. Platinum-level support gives you access to dedicated implementation resources that provide support through your implementation process until go-live. With these services and more, you'll experience better outcomes, better productivity, and a better experience with Oracle SaaS Support.



## Key Features

Platinum-level services at no additional cost.

- Issue resolution
- Implementation support
- On-demand education
- Enhanced digital experience

## Key Business Benefits

Table stakes services to help you thrive in the Cloud.

- Faster, more responsive services
- Services based on your business objectives
- Experts to help you realize results

ORACLE®

## PLATINUM-LEVEL TECHNICAL SUPPORT



### Online Case Submission

File a ticket for a technical issue or a non-technical question via My Oracle Support web portal



### Live Chat Channel

Use instant messaging to communicate with support on your technical and non-technical service requests



### Phone Support

Reach a Support Engineer via phone to file a ticket for a technical or non-technical issue



### Standard SR Dashboard

View outstanding and historical service requests



### Proactive SR Health Monitoring

Automatic SRs opened to initiate activities that prevent escalations and resolve issues before becoming critical



### Severity 1 24x7 Coverage

24x7 coverage for Severity 1 issues



### First Response SLOs

Severity 1 = 15 min

Severity 2 = 2 hours

Severity 3 = 3 hours

Severity 4 = 8 hours



### Specialized Implementation Support

Named Support Engineer to review any issues during implementation



### Community for Best Practices

Get input on product and industry best practices and submit/vote on enhancement requests via the world's largest end-user community

## PLATINUM-LEVEL EDUCATION SUPPORT



### On-Demand 24x7 Digital Training

Training & best practice content in a digital learning experience, Oracle LaunchPad



### Guided Learning Starter Pack

Guided Assistance embedded in the application to help end-users get started

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