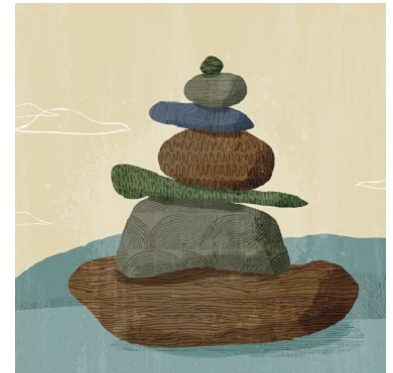


Oracle Cloud Priority Support for IaaS and PaaS

Changing markets, increasing competitive pressures, and evolving business needs are placing greater pressure on IT to adopt cloud services for more and more of their IT workload. Oracle Cloud Priority Support for IaaS and PaaS delivers an advanced level of support that provides faster incident resolution by combining priority handling of cloud-operation incidents and Service Requests with proactive guidance. Oracle Advanced Customer Services delivers a more personalized support relationship with tailored guidance based on your business and technical priorities.



Capitalize on your Oracle IaaS and PaaS investment

Your business depends on the availability and performance of your cloud solution. You can help ensure a more personalized level of support and guidance for that technology with Oracle Cloud Priority Support for IaaS and PaaS. This service, from Oracle Advanced Customer Services, delivers tailored support to maximize your return on investment in the Oracle Cloud.

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

The Oracle Technical Account Manager:

- Provides tailored assistance for your organization with personalized knowledge of your IaaS and PaaS technical and product environment(s).
- 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 and knowledge sharing

The Oracle Technical Account Manager also leads formal quarterly reviews to assess performance against recommended standards, discuss your business and

Key Features

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

Key Benefits

- Personalized and proactive advanced support
- Faster response
- Reduced resolution times

Supported Products

- Oracle IaaS and PaaS offerings

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 Oracle Cloud Priority Support response targets. In addition, you receive detailed support metrics that give you deeper insight into the value of your Oracle Cloud investment.

Faster problem resolution with Priority Service Response

Oracle Cloud Priority Support for IaaS and PaaS delivers faster issue resolution with priority handling of incidents. Through prioritization of cloud operations incidents and Service Requests, you can help ensure maximum availability of your cloud environment.

Your customized Advanced Support Portal, a single source for up-to-date service information and communications, gives you rapid access to incident diagnosis and resolution metrics, Oracle Cloud Priority Support for IaaS and PaaS contacts, and past quarterly reviews.

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.

With Oracle Cloud Priority Support for IaaS and PaaS, you can take advantage of knowledge sharing and live chats with our Oracle engineers.

Improved availability with Priority Service level standards

Oracle engineers respond to your production-critical incidents quickly and work around the clock until the issues are resolved. To provide you with a consistent response, Oracle has implemented the priority service level standard for Oracle Cloud based on severity indicators with the following targets:

- **Severity 1 Service Requests:** 90 percent response within 15 minutes (available 24/7)
- **Severity 2 Service Requests:** 90 percent response within 2.5 local business hours
- **Severity 3 Service Requests:** 90 percent response by next local business day
- **Severity 4 Service Requests:** 90 percent response by next local business day

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.


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

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

Copyright © 2021, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0921
