

Oracle Cloud Success Assurance

Responsive support for Oracle Cloud Infrastructure

Oracle Cloud Success Assurance Service for Oracle Cloud Infrastructure helps you unlock greater value and innovation and helps you achieve more with less with Oracle Cloud. You'll gain deeper and more dynamic engagement, including access to a designated Technical Account Manager (TAM) and Oracle specialized resources to ensure accelerated remediation and resolution to critical technology issues that arise so you can focus on growing your business.

Success Management

Receive personalized support with a named point of contact and enable your team for Cloud confidence. Your Technical Account Manager will work with you to address critical escalations. Monthly service request review of SR trends, recommendations, best practices, and how to better use Oracle support.

Escalation Management

Receive enhanced resolution of complex issues. Get 24/7/365 service request escalation assistance to ensure rapid triage and correct Oracle engagement. Optimize service request resolution and assistance with SR-related actions and ensure service requests are correctly triaged and prioritized in Oracle.

	Oracle Support Included in your subscription	Oracle Cloud Success Assurance Service
Oracle Support <ul style="list-style-type: none"> 24/7/365 technical support Digital assistance interface SLOs for severity 1 initial response 	✓	✓
Success Management <ul style="list-style-type: none"> Personalized attention and guidance from a named Technical Account Manager Proactive insight across your Oracle Cloud ecosystem to mitigate risks before they occur Advanced learning access and training content 		✓
Escalation Management <ul style="list-style-type: none"> 24/7 Service Request escalation. Quickly resolve critical, time-sensitive issues affecting your Oracle Cloud ecosystem Ongoing updates during critical incidents Incident remediation follow up to help prevent future incidents from reoccurring 		✓