ORACLE
Customer Success
Services

Oracle Cloud Success Assurance for SaaS

Oracle Cloud Success Assurance for SaaS helps you optimize the use and performance of your Oracle solution as your business grows. You'll gain deeper and more dynamic engagement, including access to designated Technical Account Manager (TAM) to ensure you enhance and adapt your business processes, reacting to immediate business needs and suggesting enhancements that can help drive your growing business forward.

Success Management

Personalize your support experience with a named point of contact who can help address critical escalations and empower your users to drive adoption. Designated Oracle technical account manager as single point of contact. Monthly service request review of SR trends, recommendations, best practices, and how to better use Oracle support. Cloud Applications Learning subscriptions promote product expertise and innovation awareness.

Escalation Management

Receive enhanced resolution of complex issues. Get 24x7 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. Follow-up on remediation actions from business-critical incidents. Access to specialized support process resources.

	Oracle Support Included in your subscription	Oracle Cloud Success Assurance Service
Oracle Support 24/7/365 technical support, digital assistance interface, and SLOs for severity 1 initial response	✓	✓
Success Management A single-point-of-contact, monthly service request trend reviews and recommendations, and advanced learning access and training content		✓
Escalation Management Escalation assistance with access to specialized resources and incident remediation follow-up		✓