

Oracle Cloud Success Protection Service

Resources for Oracle Cloud Infrastructure Support

Oracle Cloud Success Protection 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, plus get proactive support and guidance to help you to continue to optimize and innovate with Oracle Cloud.

Success Management

Coordinate with a single point of contact for monthly service reviews and recommendations to mitigate risks before they occur. You'll also gain access to advanced learning options to help drive enablement and empower your users with Cloud confidence.

Proactive Support

Receive integrated multi-technology issue resolution from a team of domain experts to help ensure your key business processes are optimized and working as expected, and proactively mitigate risks.

Escalation Management

Leverage escalation assistance with access to specialized resources across Oracle Cloud ecosystem to resolve critical, time-sensitive issues affecting your Oracle solution. Benefit from ongoing updates during critical issues, and receive incident remediation follow up to help prevent future incidents from recurring.

Optimization Guidance

Help ensure your key business processes meet your unique operational requirements, with ongoing health checks and optimizing your system to quickly uptake new features, and Architecture reviews for optimization guidance for workloads and Oracle Cloud capabilities.

Oracle Cloud Success Protection Service Details

| | Oracle Support Included in your subscription | Oracle Cloud Success Protection Service |
|---|---|--|
| Oracle Cloud 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 • Advanced learning access and training content | | ✓ |
| Escalation Management <ul style="list-style-type: none"> • 24/7 Service Request escalation • Ongoing updates during critical incidents • Incident remediation follow up | | ✓ |
| Proactive Support <ul style="list-style-type: none"> • Product and subject matter experts across the Oracle ecosystem • Proactive risk detection leveraging customer observability and management and OCI service-level and region-level alerts | | ✓ |
| Optimization Guidance <ul style="list-style-type: none"> • Proactive system optimization with ongoing health checks to review cloud resources and workloads • Architecture reviews for optimization guidance for workloads and Oracle Cloud capabilities • Accelerated cloud adoption of new features | | ✓ |

Simple to get started

Oracle Cloud Success Protection Service enhances your Oracle Support, and with clear, predictable pricing, you can pay your personalized Cloud Success Assurance Service using Universal Credits, with no need for a new contract or purchase order. Simply activate through the Oracle Cloud Console, with service start just seven days after purchase, to quickly help you achieve more with Oracle Cloud.

[Estimate your cost](#)