



Oracle Cloud Success Protection

Personalized, proactive support for SaaS

Oracle Cloud Success Protection for SaaS provides personalized, proactive support across the entire Oracle Cloud ecosystem to help unlock greater value and innovation and achieve more with less. You'll gain deeper and more proactive engagement, including access to designated Technical Account Manager (TAM) and get recommendations for optimal scalability and performance.

Success Management

Personalize your support experience with a dedicated point of contact who can help address critical escalations and empower your users to drive adoption. Gain access to monthly service request review of SR trends, recommendations, best practices, and guidance on how to better utilize Oracle support. Empower your users with access to Cloud Applications Learning Subscriptions to promote product expertise and innovation awareness, and enablement support with access to Oracle Guided Learning to accelerate user adoption and productivity.

Escalation Management

Receive prioritized resolution of complex issues. Get 24x7 service request escalation assistance to ensure rapid triage and correct Oracle engagement. Service request resolution is optimized by assisting customers with SR-related actions, ensuring service requests are correctly triaged and prioritized in Oracle, and following up on remediation actions from business-critical incidents.

Proactive Support

Benefit from personalized, proactive escalation management with Oracle concierge. Gain a proactive understanding of your goals and environment. Multi-technology domain experts will be engaged to triage and resolve the most critical issues and improve issue visibility with a predefined executive escalation process. Prevent future escalations with heatmap-based issue analysis.

Innovation and Optimization Guidance

Leverage expert insights to help you innovate faster and optimize your SaaS ecosystem. Innovation and adoption guidance including best practice recommendations, quarterly reviews of upcoming releases and Oracle innovations, release cycle guidance. Process optimization to improve configurations and operational processes. Health checks and reviews of processes and configurations against Oracle standards and best practices to identify and prevent issues. Technical Advisory guidance and assistance for specific requirements and issues such as budget, integrations, and third-party applications.

Oracle Cloud Success Protection Service Details

	Oracle Support Included in your subscription	Oracle Cloud Success Protection 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"> • Designated Oracle technical support expert as single point of contact • Monthly service request review • Cloud Applications Learning subscriptions Oracle • Guided Learning access with enablement support 		✓
Escalation Management <ul style="list-style-type: none"> • 24x7 service request escalation assistance to ensure rapid triage and correct Oracle engagement • Optimized service request resolution and assistance with SR-related actions • Follow-up on remediation actions from business-critical incidents • Access to specialized support process resources 		✓
Proactive Support <ul style="list-style-type: none"> • Quarterly review of upcoming features and Oracle innovations. • SaaS update release cycle planning guidance. • Predefined executive escalation process • Domain experts engaged to triage and resolve multi-technology issues • Heatmap based issue analysis to prevent escalations 		✓
Innovation and Optimization Guidance <ul style="list-style-type: none"> • Introduce new SaaS capabilities and provide best practices for their implementation • Quarterly review of upcoming features and Oracle innovations • SaaS update release cycle planning guidance • Guidance to improve configurations and operational processes • Process and configuration checks against Oracle standards and best practices • Guidance and assistance for specific requirements and issues 		✓