Maximize the Value of SaaS with Tailored Support

Oracle SaaS applications best unfold their full value and rich capabilities if user adoption, business continuity, technical optimization, and security are addressed proactively. Oracle Customer Success Services has a targeted service portfolio for efficient operations of Oracle SaaS solutions. Meet your business objectives by using your SaaS environment to the fullest.

Oracle SaaS offers tremendous benefits, such as rapid innovation, agile processes, improved efficiency, and increased productivity.

Assisting and supporting in-house service delivery, key business users and IT teams in the operation of SaaS environments can have a strong positive effect to your business. For example:

- Maximize return on SaaS investments—through a comprehensive support package and personal guidance, setting the stage for a successful cloud journey

- Accelerate adoption and productivity—through Oracle Guided Learning, helping you enable your end users and navigate business change with in-application guidance

- Innovate with confidence—through automated regression testing and health checks, helping you optimize SaaS-based processes and focus on new SaaS functionality quickly and efficiently

- Drive business outcomes—through proactive support, assisting you to leverage Oracle SaaS based on recommended practices and enabling your organization to free up time to focus on core business

Targeted support for SaaS ecosystems

Oracle Customer Success Services has many years of experience in operation and support of Oracle Applications in the cloud and on-premises. More than a thousand subject matter experts around the world assist and guide customers toward their business goals.

A targeted and flexible services portfolio for SaaS can address your key operational requirements. Oracle Advanced Support Engineers, armed with recommended methodologies and sophisticated service delivery technology, can help you build a successful business operation and relieve your IT staff from operational tasks.

Key benefits

- Accelerate your success with Oracle SaaS

- Run and operate your SaaS ecosystem efficiently and achieve your business SLAs

- Innovate with confidence

User adoption

Adopt new technology and functionality quickly

How do you

- Set up core business functions?

- Configure to recommended practices?

- Assist your end users with adoption of SaaS functionality?

- Provide business transaction support?

The Customer Success Services targeted offering

- **Oracle Enhanced Support Services for SaaS** accelerates cloud adoption and user productivity through guided learning, supportability assessments, testing as a service, and proactive and prioritized support in one easy-to-consume bundle.

- **Oracle Business Help Desk for SaaS** increases business end user satisfaction through elevated help desk support with SLA-based response and resolution times, and timely and targeted functional support.

Business continuity

Meet your SLA obligations and ensure business continuity when it matters most

How do you

- Accelerate execution time of critical processes (e.g., during month-end close or payroll)?

- Integrate cross-cloud workloads?

- Adopt processes to business changes quickly?

The Customer Success Services targeted offering

- **Oracle Cloud Priority Support** enhances platinum-level support and provides fast issue resolution for your most critical SaaS solutions.

- **Oracle Critical Process Management** ensures business continuity during key events through 24/7 management and monitoring and rapid issue resolution.

Technical optimization

Operate an integrated cloud environment

How do you

- Manage PaaS for SaaS extensions and integrations?

- Ensure smooth data flows across hybrid systems?

- Bridge your resource gaps?

- Make the most of your SaaS environment?

Customer Success Services offerings for SaaS

- **Oracle Enhanced Support Services for SaaS:** Comprehensive offering to help customers achieve and exceed intended business outcomes faster

- **Oracle Cloud Priority Support:** Prioritized issue resolution

- **Oracle Solution Support Center for Cloud:** Designated support team, proactive and reactive support

- **Oracle Supportability Assessment for SaaS:** Analysis of pre- or post-go-live functionality status and improvement recommendations

- **Oracle Mission Critical Support for SaaS:** Flexible functional services with SLAs

  - **Help Desk** to accelerate adoption and increase productivity

  - **Critical Process Management** for an extra safety layer when it matters the most

  - **Extension/Integration Support** for the functionality and integrations you built using PaaS for SaaS

  - **Regression Testing** for business continuity across changes and updates

  - **SaaS Plus** operational assistance for Oracle Cloud Infrastructure/ PaaS running your SaaS extensions and integrations

  - **Service governance** by a designated resource

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The Customer Success Services targeted offering

- **Oracle Mission Critical Support for SaaS with Oracle Extensions and Integration Support for SaaS and SaaS Plus** gives you comprehensive functional support with SLAs including efficient management of PaaS for SaaS extensions and integrations.

- **Oracle Regression Testing for SaaS** speeds up innovations of key business flows through effective testing.

Security

Secure your SaaS/PaaS hybrid environment and control access efficiently

How do you

- Prevent unauthorized access and data breach?

- Manage security of our cloud-based applications to highest standards?

The Customer Success Services targeted offering

- **Oracle Managed Identity Cloud Service** protects identities, authentication, and access to your Oracle SaaS and other cloud and on-premises applications with a unified, cloud-based service.

Get it right, keep it right with Oracle Customer Success Services

Contact your Oracle Customer Success Services Sales Representative to discuss how this unique offering can help you operate your SaaS solution efficiently and safely to reach the goals you defined at the outset of your cloud journey.

Connect with us

Call +1.800.ORACLE1 or visit oracle.com/customer-success/run-and-operate/
Outside North America, find your local office at oracle.com/contact

B   blogs.oracle.com/customer-success-services/

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