



Oracle Cloud Success Protection Service for SaaS

Personalized, proactive support and guidance for SaaS

Oracle Cloud Success Protection for SaaS provides personalized, proactive support across your Oracle SaaS 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 support contact and get recommendations for innovation and optimization.

Success Management

Personalize your support experience with a designated point of contact who can help address critical escalations and provide 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. Take advantage of Oracle Guided Learning with enablement support 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 you with SR-related actions, access to specialized support process resources, and ensuring service requests are correctly triaged and prioritized in Oracle. We will follow up on remediation actions from business-critical incidents.

Proactive Support

Benefit from personalized, proactive escalation management with Oracle concierge who has a proactive understanding of your goals and environment. Domain experts will be engaged to triage and resolve the most critical issues. 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. Get innovation adoption guidance including best practice recommendations, quarterly reviews of upcoming releases and Oracle innovations, and SaaS update release cycle planning guidance. Review process optimization recommendations and performance analysis to improve configurations and operational processes. Get health checks and reviews of processes and configurations against Oracle standards and best practices to identify potential configuration issues. Receive technical advisory and guidance for specific requirements and issues such as integrations with third-party applications.

Oracle Cloud Success Protection Service for SaaS Details

	Oracle Support Included in your SaaS subscription	Oracle Cloud Success Protection Service for SaaS
Oracle Support • 24/7/365 technical support • Digital assistance interface • SLOs for severity 1 initial response	✓	✓
Success Management • Designated Oracle technical account manager (TAM) as single point of contact • Monthly service request trend reviews and recommendations • Access to Cloud Applications Learning subscriptions • Oracle Guided Learning and enablement support		✓
Escalation Management • 24/7 Severity 1 service request escalation assistance • 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 • Predefined escalation process • Fusion analyzer monitoring • Technical experts to triage and resolve multi-technology issues • Heatmap analysis of module specific hot spots		✓
Innovation and Optimization Guidance • Oracle SaaS updates and new feature guidance • Configuration, process and workflow health checks • Security assessment and guidance		✓

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