

Oracle Cloud Success Assurance Service for SaaS

Responsive support for Oracle Cloud Applications

Oracle Cloud Success Assurance Service for SaaS provides enhanced, responsive support with critical Service Request escalation management across your Oracle SaaS ecosystem through a designated technical support contact and 24/7 escalation assistance.

Success Management

Personalize your support experience with a named, single point of contact who can help address critical escalations and empower your users to drive adoption. Your designated Oracle technical support contact will conduct monthly reviews of service request trends, recommendations, best practices, and how to better use Oracle support. Access advanced learning with Cloud Applications Learning subscriptions to promote product expertise and innovation awareness.

Escalation Management

Receive enhanced resolution of complex issues with 24/7 service request escalation assistance from specialized support process resources to ensure rapid triage and correct Oracle engagement. We will follow up on remediation actions from business-critical incidents.

	Oracle Support Included in your SaaS subscription	Oracle Cloud Success Assurance 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		✓
Escalation Management 24/7 Severity 1 service request escalation assistance - Remediation follow-up		✓

Connect with us

Visit oracle.com/customer-success/run-and-operate/assurance-protection. Outside North America, find your local office at: oracle.com/contact.

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