

# Oracle Cloud Success Protection Service for SaaS

Personalized, proactive support and guidance for SaaS

Oracle Cloud Success Protection Service for SaaS provides personalized, proactive support for your Oracle SaaS ecosystem, helping you realize more value and innovate with confidence. You get deeper engagement, including a designated technical support contact and tailored recommendations for optimization and innovation.

## Success Management

Work with a designated technical support contact who can help address critical escalations. Receive a monthly review of SR trends, recommendations, and best practices—plus guidance to help you get more value from Oracle Support.

## Escalation Management

Get 24/7 escalation assistance to help prioritize and resolve complex issues. We help accelerate triage, engage the right Oracle teams, support SR-related actions, and help confirm correct triage and prioritization. For business-critical incidents, we will follow up on remediation actions and help coordinate next steps.

## Proactive Support

With a predefined escalation process, we can engage domain experts to help speed the resolution of critical incidents. Heatmap analysis of issues can help reduce the likelihood of future escalations.

## Innovation and Optimization Guidance

Access expert insights and best practices to help you adopt new capabilities more quickly and optimize your Oracle SaaS ecosystem. Get quarterly reviews of upcoming releases and Oracle innovations, along with guidance for SaaS update-cycle planning. Review process optimization recommendations and performance analysis to help improve configurations and operations. Receive health checks and reviews of processes and configurations against Oracle standards and best practices to help identify potential configuration issues.

Oracle Cloud Success Protection Service for SaaS Details

	Oracle Support Included in your SaaS subscription	Oracle Cloud Success Protection Service for SaaS
<b>Oracle Support</b> <ul style="list-style-type: none"><li>• 24/7/365 technical support</li><li>• Digital assistance interface</li><li>• SLOs for severity 1 initial response</li></ul>	✓	✓
<b>Success Management</b> <ul style="list-style-type: none"><li>• Designated Oracle technical account manager (TAM) as single point of contact</li><li>• Monthly service request trend reviews and recommendations</li></ul>		✓
<b>Escalation Management</b> <ul style="list-style-type: none"><li>• 24/7 Severity 1 service request escalation assistance</li><li>• Optimized service request resolution and assistance with SR-related actions</li><li>• Follow-up on remediation actions from business-critical incidents</li><li>• Access to specialized support process resources</li></ul>		✓
<b>Proactive Support</b> <ul style="list-style-type: none"><li>• Predefined escalation process</li><li>• Fusion analyzer monitoring</li><li>• Technical experts to triage and resolve multi-technology issues</li><li>• Heatmap analysis of module specific hot spots</li></ul>		✓
<b>Innovation and Optimization Guidance</b> <ul style="list-style-type: none"><li>• Oracle SaaS updates and new feature guidance</li><li>• Configuration, process and workflow health checks</li><li>• Security assessment and guidance</li></ul>		✓

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