

Oracle Cloud Success Assurance Service for SaaS

Responsive support for Oracle Cloud Applications

Oracle Cloud Success Assurance Service for SaaS provides responsive, enhanced support across your Oracle SaaS ecosystem, with a designated technical support contact and 24/7 Service Request (SR) escalation assistance, designed to help you resolve critical issues more quickly and get more value from Oracle Support.

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 SR escalation assistance from specialized support process experts to help accelerate triage and engage the right Oracle teams. For business-critical incidents, we will follow up on remediation actions and help coordinate next steps.

	Oracle Support Included in your SaaS subscription	Oracle Cloud Success Assurance Service for SaaS
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 account manager (TAM) as single point of contact Monthly service request trend reviews and recommendations 		✓
Escalation Management <ul style="list-style-type: none"> 24/7 Severity 1 service request escalation assistance Remediation follow-up 		✓

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

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