

Oracle Cloud Success Protection Service

Personalized, proactive support and guidance for Oracle Cloud Infrastructure

Oracle Cloud Success Protection Service for Oracle Cloud Infrastructure (OCI) helps you unlock greater value and innovation so you can achieve more with less with Oracle Cloud. You'll gain deeper and more dynamic engagement, including access to a designated technical support contact and Oracle specialized resources to help accelerate remediation and resolution of critical technology issues that arise. Plus, get proactive support and guidance to help you to continue to optimize and innovate with Oracle Cloud.

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 content to promote product expertise and innovation awareness.

Proactive Support

Get faster resolution for critical incidents with a predefined escalation process and support from a team of domain experts who provide integrated, multi-technology issue resolution. Get proactive health monitoring to help with risk detection and prevention.

Escalation Management

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

Innovation and Optimization Guidance

Continually stay ahead of the curve with ongoing health checks and architecture reviews for workload optimization and guidance on the adoption of Oracle Cloud capabilities.

Oracle Cloud Success Protection Service Details

	Oracle Support Included in your subscription	Oracle Cloud Success Protection Service
Oracle Cloud 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 reviews and recommendations • Advanced learning access and training content 		✓
Escalation Management <ul style="list-style-type: none"> • 24/7 Severity 1 Service Request escalation • Incident remediation follow up • Access to Oracle specialized resources 		✓
Proactive Support <ul style="list-style-type: none"> • Proactive health monitoring and multi-technology concierge issue resolution • Proactive risk detection leveraging customer observability and management and OCI service-level and region-level alerts 		✓
Innovation and Optimization Guidance <ul style="list-style-type: none"> • Proactive guidance on workload optimization through ongoing health checks to review cloud resources and workloads • Architecture reviews for optimization guidance for workloads • Innovation guidance for adoption of Oracle Cloud capabilities 		✓

Simple to get started

Oracle Cloud Success Protection Service enhances your Oracle Support experience, and with clear, predictable pricing, you can pay for this personalized service using Universal Credits, with no need for a new contract or purchase order. Simply activate through the Oracle Cloud Console, with service start just seven days after purchase, to quickly help you achieve more with Oracle Cloud.

Estimate your cost

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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