ORACLE PRIORITY SUPPORT

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ADVANCED CUSTOMER SUPPORT

Changing markets, increasing competitive pressures, and evolving business needs are placing greater pressure on IT to deliver more flexibility and speed. The availability and proper support of mission critical IT services has become more critical than ever. Oracle Priority Support delivers an advanced level of IT support that provides faster problem resolution through priority handling of service requests and proactive guidance. Oracle Advanced Customer Support delivers a more personalized support relationship with tailored guidance based on your business and technical priorities.

FASTER PROBLEM RESOLUTION AND PROACTIVE GUIDANCE

KEY FEATURES

- Priority handling of IT Service Requests
- Proactive guidance from an assigned
- Oracle Technical Account Manager
- Knowledge sessions and access to Oracle technical resources
- Personalized support portal with aggregated metrics and support history

KEY BENEFITS

- Faster problem resolution
- Preferred access to Oracle technical resources
- Improved availability and reliability

Capitalize on Your Oracle Investment with Personalized Support

Your business depends on the availability and performance of your technology. You can ensure a more personalized level of support and guidance for that technology with Oracle Priority Support. As a complement to Oracle Premier Support, this annual service from Oracle Advanced Customer Support delivers the personalized support needed to meet the requirements of your business.

Oracle Technical Account Managers help:

- **Provide personalized support and guidance** to address the technical and business requirements of your mission critical products
- **Minimize complexity and reduce resolution times** for your implementation, upgrade, and production related service requests
- **Mitigate risk and cost** of maintaining and supporting mission critical IT applications and systems
- **Accelerate your IT productivity, manage risks, lower operational costs**
- **Leverage proven incident management practices** to optimize product and system availability

Oracle Priority Support offers you a highly integrated service relationship with Oracle that takes support to the next level.

Expert Guidance Tailored to Your Business

With Oracle Priority Support, you are assigned an Oracle Technical Account Manager (TAM) who is there to proactively manage problem resolution and escalations. Your TAM provides tailored assistance when service requests have multiple related incidents, or when the standard escalation process on an individual issue does not address your specific business needs. When incidents put your Oracle implementation, upgrade, or other project deadlines at risk, and significant business impact is likely, the TAM will be

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there to manage the escalation process.

Oracle Technical Account Manager activities may include:

- **Develop personalized knowledge of your account and product environment** as the designated TAM for you organization
- **Coordinate a virtual team** of Oracle Support delivery contributors, including customer contacts, to aid in the resolution of critical service requests
- **Define responsibilities, outstanding actions and the related action plans** for resolving critical service requests
- **Aid in executing specific tasks on a critical service request** managed by Oracle Support
- **Monitor the virtual team activity** and escalate critical service requests within Oracle Support and/or to your management as necessary
- **Organize communication** between team members as necessary
- **Communicate the status of critical service requests** to your customer contact(s) and senior management

The Oracle Technical Account Manager also leads formal quarterly reviews to assess performance against best-practice standards, discuss your business and technical plans, anticipate and avoid escalations, and offer insights on how to ensure that you are receiving the most value from your Oracle relationship. At each quarterly service review, your TAM compares Oracle's performance against the defined Priority Service Level Standard response targets. In addition, you receive detailed support metrics that give you deeper insight into the value of your support investment.

You can access all of this collective experience through your exclusive, customized Oracle Priority Support portal (accessible 24/7), a single source for up-to-date support information and communications. The portal gives you rapid access to product webinars, live chats with Oracle experts, customer-specific problem diagnosis and resolution metrics, Oracle Priority Support account contacts, and past quarterly reviews.

Faster Problem Resolution

Oracle Priority Support delivers faster problem resolution, with priority handling of service requests and provides preferred access to Oracle technical resources for your Oracle technology stack—database, middleware, applications, servers and storage. With Oracle Priority Support, any service requests and bugs that you submit receive priority handling and routing to the most appropriately skilled analyst.

Oracle experts respond to your production-critical issues quickly and work around the clock until the issues are resolved. You receive priority throughout the problem resolution process so you can meet your implementation, production, and upgrade schedules.

To further provide you with a consistent response, Oracle has implemented the Oracle Priority Support Level Standard based on severity indicators with the following targets:

- **Severity 1 service requests:** 90 percent response within 1 hour (available 24/7)
- **Severity 2 service requests:** 90 percent response within 2.5 local business hours
- **Severity 3 service requests:** 90 percent response by next local business day
- **Severity 4 service requests:** 90 percent response by next local business day

To provide immediate action and faster recovery from unplanned downtime, Oracle Priority Support includes automatic, 24/7, time-based alerts that notify assigned support engineers, support management, and your Oracle Technical Account Manager when a service request is at risk of exceeding the defined Oracle Priority Support time frames. These help solve your system-specific needs and keep them running efficiently for maximum system availability and productivity.

Preferred Access to Oracle Experts

With Oracle Priority Support, you enjoy a preferred relationship with Oracle subject-matter experts, IT professionals, and developers via live webinars that offer knowledge transfer and live chats. Topics will provide you with deeper insight into Oracle applications, support operations, and Oracle technologies. These unique sessions promote a two-way exchange of information between you and Oracle's product developers and support engineers, enabling you to gain direct access to the Oracle experts who are shaping the future of Oracle's products and services. Each session is recorded and posted to your portal so you can access it, anytime, anywhere.

Minimize the risk and cost of maintaining and supporting your mission critical technology. With Oracle Priority Support you benefit from:

- Oracle Technical Account Manager assigned to your business
- Priority response to Service Requests
- Automated time-based escalations
- Knowledge sessions
- Personalized portal
- Orientation session
- Joint Contact, Escalation, and Environment Configuration Guides

Benefit from the Next Level in Support—with Oracle Priority Support
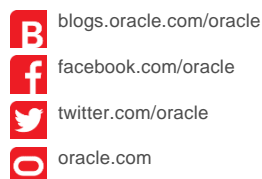
Receive tailored guidance, benefit from faster problem resolution, and gain preferred access to Oracle product knowledge. Keep your systems running predictably, minimize disruption and deliver a more competitive advantage to your business.

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Integrated Cloud Applications & Platform Services

Oracle is committed to developing practices and products that help protect the environment