ORACLE

Oracle Healthcare Support

Overview

Oracle Healthcare Support

Agenda

1. HCGBU Support Overview
2. Support Cloud overview
3. Q&A

HC Support – operation overview

Provide professional, knowledgeable and timely technical support and end-user helpdesk services to our worldwide customer base

Support comprises of:

Standard Support

Enhanced Support (optional)

Customers include over 200 companies representing pharmaceutical, biotechnology, medical device, healthcare providers, academic institutions and contract research organizations worldwide

01

Technical experience

Experience of team in Support,
Products (20 years+),
Cloud (15 years)
and Cloud tech (10 years)

03

Product experience

Over 25 years of
application experience

02

Domain expertise

Specialist knowledge of
Health domain with clinical
trials, drug safety and
healthcare

Who we support

Site staff/end-users
Site Nurses, Principal Investigators, Doctors, MRs

CRO / Healthcare Research Org
Monitors, Data Managers, Statisticians, Trial Designers, Project Managers and more

Sponsor staff
Monitors, Data Managers, Statisticians, Trial Designers, Project Managers and more

Partners
SIs, third-party helpdesks

HCGBU Support
How to contact Support and best practices

1. Phone (unavailable for HMS)
   - Dedicated toll-free phone numbers per country for Healthcare customers with an average answering time of 10 sec or less

   https://www.oracle.com/industries/health-sciences/support.html

2. Health Sciences Support Cloud portal
   https://hsgbu.custhelp.com
   a) Support Requests
   b) Live Chat
   c) Knowledge Base

3. Chat from the application
   - Available for most products

Best Practices:
1. Provide screenshots where possible if reporting unexpected behavior (please do not include PII)
2. Provide full syntax of any error messages and exact time frame of error received
3. Provide any troubleshooting steps already taken, and/or steps to reproduce
4. Use Chat for immediate assistance

HCGBU Support: Technical Support

- 24x7 customer support for assistance with functionality questions, errors and system performance & availability issues
- Single point of contact
- Primary goal is to restore service or functionality to the user
- Identify issue, identify cause, identify workaround(s), apply workaround, identify resolution(s), apply best resolution, knowledgebase
- Create and maintain knowledge articles

Automated SR assignment

Duty Manager escalation

Technical support team

Sev1 issues handled 24x7

Self-service reporting

Severity	Definition	Initial Response SLO	Functional Examples
Severity 1	Critical	< 15 minutes (24x7)	Regulatory submission deadlines
Severity 2	Major	< 2 hours (within business hours)	Design issue
Severity 3	Minor	< 3 hours (within business hours)	How to question

CRMS –Customer Relation Management System

Support Cloud

Submit Support Request

CRMS –Customer Relation Management System
Support Cloud

Reports

KPIs

Service desk levels

Self service

Realtime

Standard Reports

All the reports published below display the current numbers and metrics for the tickets in HSGBU Support Cloud entered thr based on your user entitlements. Please note that these reports do not include tickets logged in My Oracle Support https://s

1. Logged Product Support tickets split by month
This report will show the number of product support tickets logged in the last 6 months (rounded to the first day of the month

2. Logged Product Support tickets split by Severity
This report will show the number of product support tickets logged in the last 6 months (rounded to the first day of the month

3. Logged Product Support tickets split by Business Service & created month
This report will show the number of product support tickets logged in the last 6 months (rounded to the first day of the month created in.

4. Logged Product Support tickets split by Category
This report will show the number of product support tickets logged in the last 1 month (rounded to the first day of the month)

5. Logged Product Support tickets split by Category & created month
This report will show the number of product support tickets logged in the last 6 months (rounded to the first day of the month

6. Logged Product Support tickets split by Business Service
This report will show the number of product support tickets logged in the last 1 month (rounded to the first day of the month)

7. Resolved Product Support tickets split by month
This report will show the number of product support closed in the last 6 months (rounded to the first day of the month). The

8. Resolved Product Support tickets split by Severity and Age
This report will show the number of product support closed in the last 6 months (rounded to the first day of the month). The

9. Resolved Product Support tickets split by Severity and Age - Tier 1
This report will show the number of product support tickets closed in the last 6 months (rounded to the first day of the month tickets split by Severity and Age" report. The results are split by ticket age and severity.

CRMS –Customer Relation Management System
Support Cloud

There may be situations when your Support Request requires additional attention, and an Oracle Healthcare Duty Manager needs to be engaged because:

- You would like to expedite
- You have changing priorities
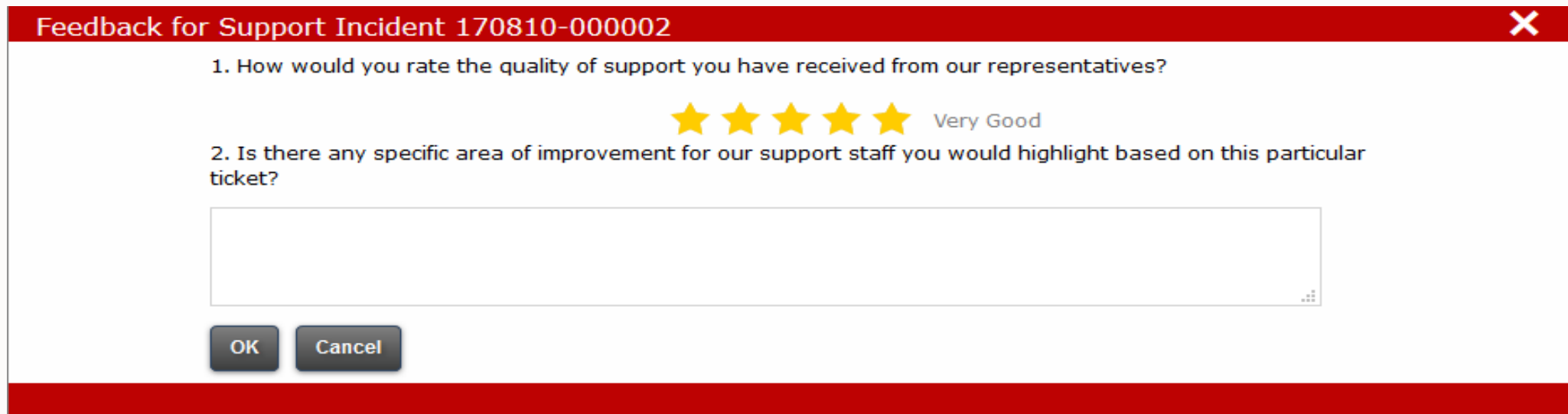- You want to discuss alternative resolutions

Customer Satisfaction Survey process

- Customer experience is very important to Oracle and user feedback is encouraged and welcomed
- Customers will receive an automatic pop-up invitation to participate in a survey once they initiate or acknowledge the closure of an incident or service request
- Users have the option to:
  - Provide a star rating and click OK, and provide a comment
  - OR close the pop-up and take no action by clicking on cross in top-right or clicking on cancel

Thank you