

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



Sponsor staff

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



CRO / Healthcare Research Org

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





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

The screenshot shows the Oracle Health Sciences Support Cloud interface for submitting a request. At the top left is the Oracle Health Sciences logo. At the top right, there is a user profile section with the text 'User' and a link to 'HOME | My account | Live Chat | Logout'. The main heading is 'Submit a Request to our Product Support Team'. The form contains several fields: 'Select Product *' (dropdown), 'Select Business Service' (dropdown), 'Environment *' (dropdown), 'Application URL/Website Address' (text input), 'Severity *' (dropdown), 'Issue Category *' (dropdown), 'Alternative ref number (if applicable)' (text input), 'Summary *' (text input), and 'Description *' (text area). Below the form, there is a note about HIPAA and security practices, followed by 'Additional Contacts' (text input) and 'Attach Documents' (file upload button). A 'Submit' button is at the bottom of the form. At the bottom of the page, there are two links: 'Need to call? Click below for our global support numbers' and 'Where is my product supported?'.



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 through the system 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 results are split by ticket age and severity.

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 results are split by ticket age and severity.

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) 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

Escalate to the Support Duty Manager

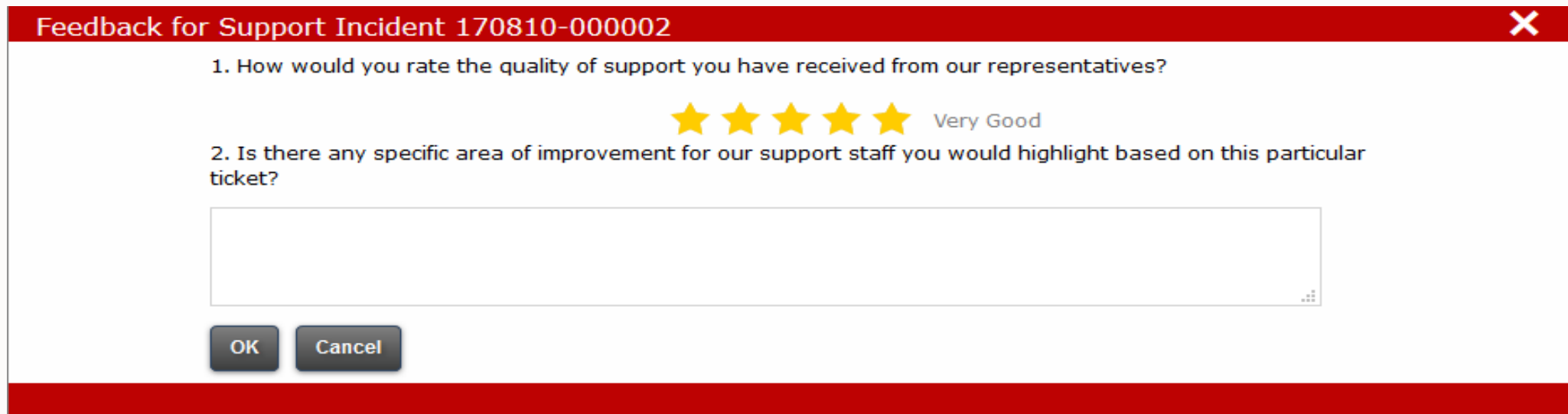
1. Name of the person requesting escalation*
2. Customer call back required?*
3. Location/Time zone of the escalation contact*
Select TimeZone
4. Phone number of the escalation contact*
+44
5. Out of Office hours phone contact approved?*
6. Escalation justification*

Submit Cancel



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



The screenshot shows a red-bordered pop-up window titled "Feedback for Support Incident 170810-000002" with a close button (X) in the top right corner. The survey contains two questions:

1. How would you rate the quality of support you have received from our representatives?

Below the question is a star rating system with five yellow stars and the text "Very Good".

2. Is there any specific area of improvement for our support staff you would highlight based on this particular ticket?

Below the question is a large text input field with a small grid icon in the bottom right corner.

At the bottom of the window are two buttons: "OK" and "Cancel".

Thank you



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