



# Oracle Customer Success

Introducing Customer Success EMEA

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# What is Customer Success?

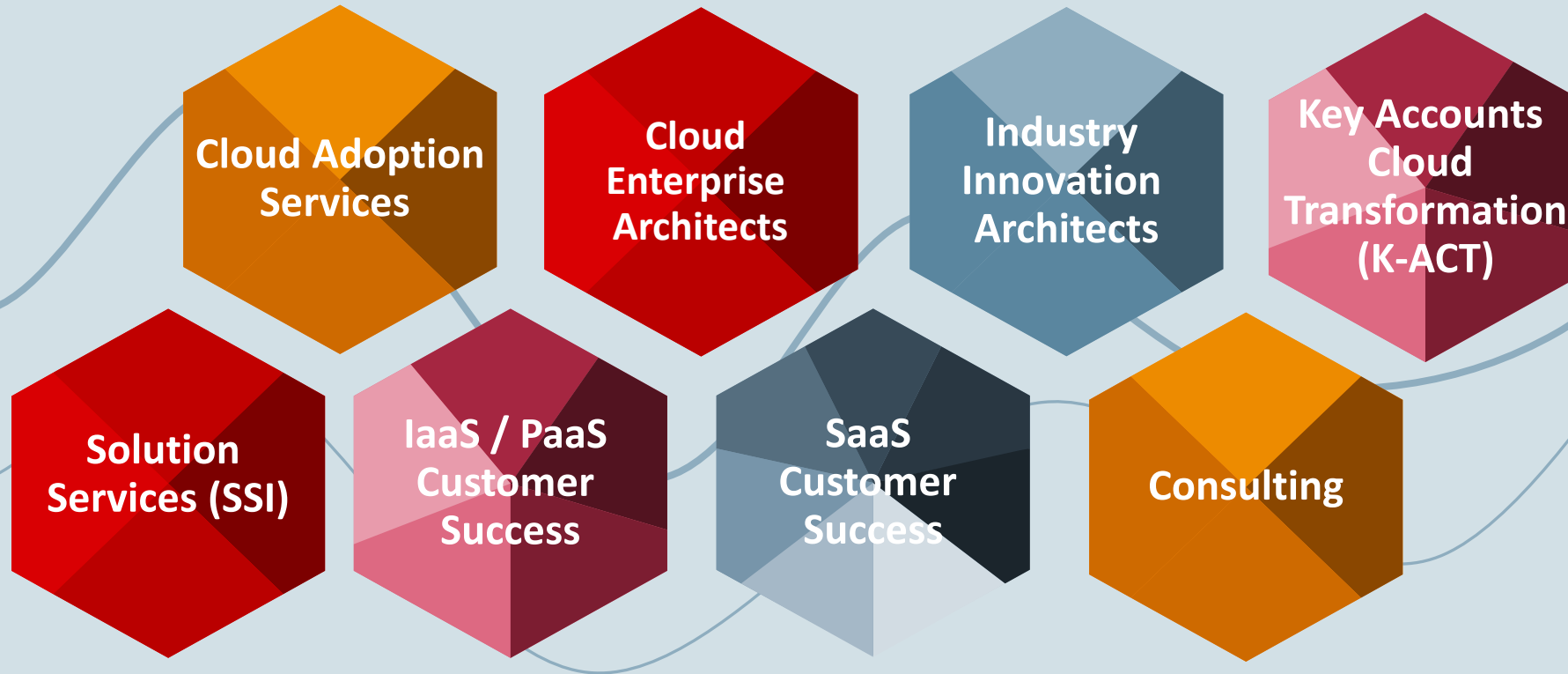


“The value and business growth that our customers realize from their journey and investment in the Cloud is **Customer Success to Oracle**”

Carmen Romero, Senior Director SaaS Renewals & Customer Success EMEA

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# Oracle Customer Success..



**..Helping you deliver business transformation**

# What we do

*“We partner with our Cloud customers to ensure they realize the strategic value of their investments as quickly as possible”*

## Enable Strategic Planning

Joint **Customer Success Plans** to enable go-live strategy and continued realization of business goals and KPIs through user adoption and service optimization



## Guide the Cloud Journey



Share best practices during each stage of the customer lifecycle through **on-boarding, implementation and live phases**, reducing complexity and engaging the right Oracle experts

## Assist in Value Realization

Facilitate a superior SaaS experience through a focus on measuring the **specific benefits to the customer's business**, helping them evolve, continuously improve and innovate







## Customer Success Manager (CSM)

- Named Customer resource for complete Lifecycle
- Assigned by business area (CX, HCM, Finance)
- Deep knowledge of account and customer requirements



## Customer Success Executive (CSE)

- Dedicated resource during the complete lifecycle
- Operates across SaaS, PaaS and IaaS with product specialists
- Deep knowledge of the customer cloud strategy



## Customer Success HUB

- Remote Customer Success Managers
- Supported by Knowledge Portal to share best practices and self-service capabilities

# How we work...Orchestrating Success

## ADVOCATE

We engage with the right Oracle experts to ensure you're getting the value you expect.



## EDUCATE

We will help identify your training needs and connect you with available tools and communities.



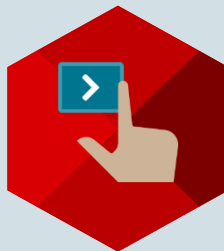
## EVALUATE

We analyze your adoption and engagement to help identify areas for optimization and improvement.



## ENABLE

Help you become more proficient by sharing tools, processes and industry best practices.



## EVOLVE

We will ensure you are taking advantage of the latest cloud service capabilities and help you plan for the future



# Helping You Meet Your Business Objectives

Understanding  
Your Business

Delivering  
Results





# Thank You

For more information please visit our  
[website](#)



# Integrated Cloud

## Applications & Platform Services

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