

Achieve Successful Implementations with Oracle throughout the Engagement Lifecycle

Oracle Customer Success Manager (CSM)

CSMs serve as the post-sales account manager for Oracle customers throughout their entire SaaS journey

Introduction

The Oracle Sales Manager introduces the CSM to the customer and partner.

Customer Onboarding

The CSM facilitates the customer onboarding meeting.

Partners should attend this meeting to ensure visibility on next steps.

Implementation Readiness Review

The CSM reviews project artifacts to assess project risks, provides Oracle Cloud best practices, and makes recommendations. **CSMs deliver to partner first, then in joint meeting with partner and customer.**

Checkpoint Reviews

The CSM tracks the project for potential risks during project checkpoints such as steering committee meetings and PMO meetings.

Go-Live Readiness Assessment (6 weeks prior to go-live)

The CSM delivers a detailed readiness review to ensure a successful transition to production. **CSMs deliver to partner first, then joint meeting with partner and customer.**

Stabilization

The CSM evaluates stability and customer self-sufficiency. Makes recommendations as needed. **Partners should synch their stabilization plan with Oracle.**

Adoption and Value Realization

The CSM delivers a tailored evaluation of the customer's Cloud adoption and provides recommendations.

Perpetual Engagement

The CSM remains engaged throughout the customer's entire Oracle SaaS product journey. **Partners are encouraged to synch with CSM on the customer's long-term goals.**

Oracle Implementation Support Lead (ISL)

ISLs are a named Support resource that handle Oracle Service Requests throughout the SaaS implementation

Sale Complete

Provision

Onboard

Design

Build

Test

Go-Live

Stabilize

Adoption

Value Realization

Introduction

The ISL is introduced to the customer and hosts a kick-off meeting. **Partners should attend this to establish a strong working relationship with Oracle Support's named resource (ISL) for the implementation project.**

Weekly Service Request Review (SR) Meetings

The ISL hosts ongoing weekly meetings to review Service Requests. **Customers and partners should attend these and provide details on showstopper Service Requests 24 hours in advance.**

Conference Room Pilot/User Acceptance Testing

The ISL tracks milestones and raises awareness of critical issues. **Partners should prioritize critical issues with the ISL and customer.**

Go-Live Ramp

The ISL raises awareness internally regarding an upcoming go-live, and expedites resolution of critical issues. **Partners should prioritize critical issues with the ISL and customer.**

Go-Live and Stabilization

The ISL remains engaged during go-live and up to 90 days after. Meetings are hosted on an as-needed basis. **Partners should attend these and ensure customers are educated on how to manage Oracle Service Requests.**

After the ISL rolls off the implementation project, the customer returns to Oracle's standard support process.