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Service Definition Document

Service Name: **Oracle Cloud Support**

Supplier: **Sailotech UK Limited Document**
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1. Service Summary

Our Oracle Cloud Support service provides comprehensive, proactive, and responsive support for Oracle Cloud Infrastructure (OCI) and Oracle SaaS/PaaS environments. The service ensures availability, performance, security, and compliance across production and non-production workloads, enabling organisations to operate Oracle Cloud services with confidence and reduced operational risk.

2. Service Description

The service delivers end-to-end operational support for Oracle Cloud environments, including proactive monitoring, incident and problem management, patching, performance optimisation, security configuration, and cost optimisation. Support is delivered by Oracle-certified engineers using structured ITIL-aligned processes, with clear service levels and reporting. The service is suitable for public sector organisations operating critical Oracle workloads requiring reliable, secure, and scalable cloud support.

3. Service Scope

Included

- 24/7 or business-hours support for Oracle Cloud Infrastructure and Oracle SaaS/PaaS workloads (as per agreed support level)
- Proactive monitoring and alerting
- Incident, problem, and service request management
- Patch management and upgrade support
- Performance tuning and capacity optimisation
- Security configuration and compliance support
- Backup, recovery, and disaster recovery assistance
- Oracle workload migration and onboarding support
- Cost optimisation and usage reporting
- Liaison with Oracle Support on customer behalf
- Service reporting and SLA management

Exclusions

- Support for non-Oracle cloud platforms
- Third-party or bespoke applications not running on Oracle Cloud (unless explicitly agreed)
- End-user devices and hardware
- Activities outside agreed scope or SLAs



4. Service Features

- 24/7 Oracle Cloud Infrastructure and SaaS/PaaS support
- Proactive monitoring and incident management
- Patch management and upgrade support
- Performance tuning and capacity optimisation
- Security configuration and compliance support
- Backup, recovery and disaster recovery assistance
- Oracle workload migration and onboarding support
- Cost optimisation and usage reporting
- Vendor liaison with Oracle support
- Service reporting and SLA management

5. Service Benefits

- Improves system availability and reliability
- Reduces downtime and incident resolution time
- Enhances security and compliance posture
- Optimises cloud performance and costs
- Simplifies Oracle cloud operations
- Accelerates issue resolution through expert support
- Reduces operational risk and complexity
- Enables predictable service performance
- Frees internal teams to focus on core work
- Supports scalable and resilient cloud environments

6. Support Model

Support Channels

- Email and online ticketing support
- Phone support
- Web chat and AI chatbot

Support Availability

- Business hours: 9am–5pm (UK time), Monday to Friday
- Web chat: 9am–5pm (UK time), 7 days a week
- Out-of-hours and weekend support for critical incidents by prior agreement



Response Times (Subject to SLA)

- **Critical incidents:** initial response within 1 hour
- **High priority:** initial response within 4 hours
- **Standard requests:** next business day

7. Support Levels

- **Standard Support:** Business-hours support for incidents, service requests, and advisory queries. Included in base service cost.
- **Enhanced Support:** Extended hours, faster response times, proactive monitoring, regular service reviews, and a named Cloud Support Engineer.
- **Premium Support:** 24/7 support for critical workloads, priority incident handling, proactive optimisation, regular architecture and security reviews, and a dedicated Technical Account Manager (TAM).

8. Onboarding and Transition

A structured onboarding process is followed, including environment discovery, access setup, documentation review, monitoring configuration, and service handover. Migration and onboarding support for Oracle workloads is available where required.

9. Service Constraints

- Service is delivered primarily remotely
- On-site support available by prior agreement
- Timely access to customer environments is required
- Accurate and complete customer information is required for effective service delivery

10. Security and Compliance

- Staff screening conforms to **BS7858:2019**
- Government security clearance supported **up to SC**
- Secure access controls and least-privilege principles applied
- Alignment with public sector security and compliance expectations

11. Accessibility

All customer-facing support channels, including online ticketing and web chat, meet **WCA

