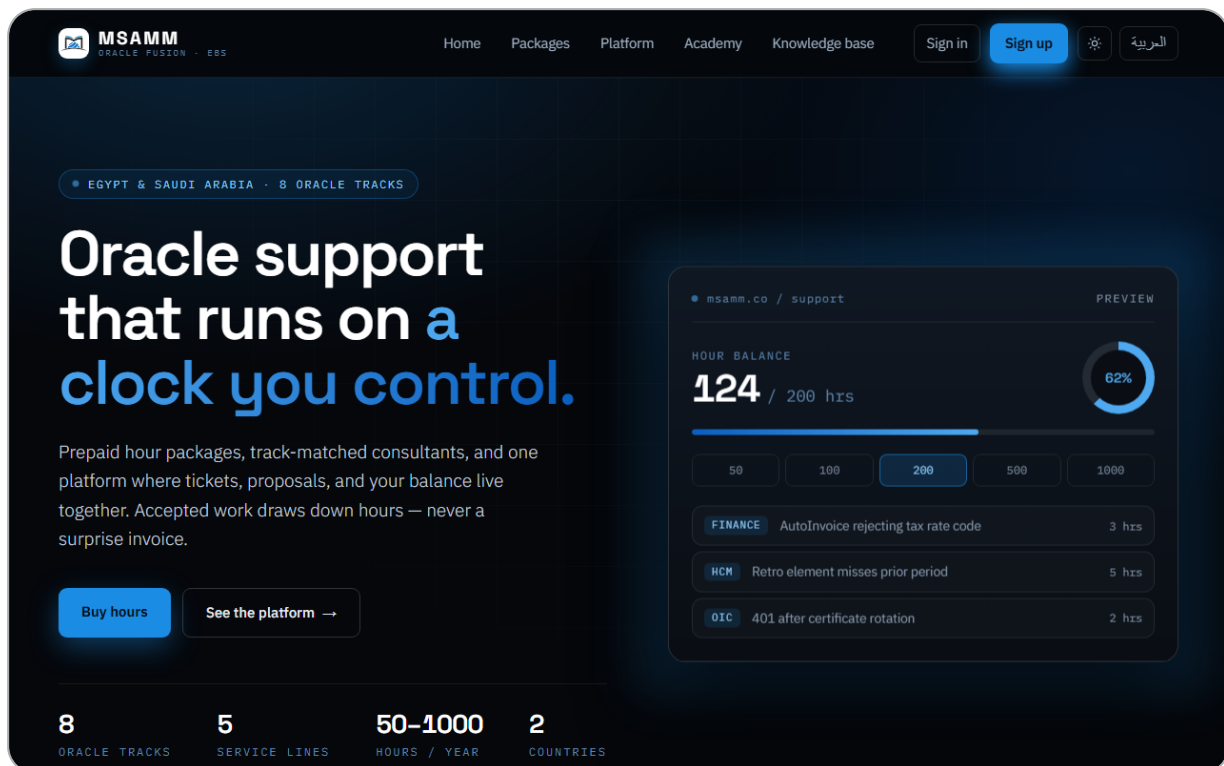


Getting started as an MSAMM client

8 August 2026

MSAMM support runs on prepaid hours. You buy a block of hours once, then spend them on the work you need. You are never billed per ticket, and raising one costs nothing.



The platform at a glance. **Sign in** and **Sign up** sit at the top right, with a toggle beside them that switches the whole site between English and Arabic.

Your hours

Hours are bought as a yearly package and expire twelve months after purchase. Your balance, what you have spent, and when each block expires are all on your balance page.

- Buy or top up from Buy hours.
- Check what is left on Hour balance.

- Hours leave your balance at one moment only: when you accept a proposal.

MSAMM
ORACLE FUSION · EBS

Home Packages Platform Academy Knowledge base Sign in **Sign up** العربية

PACKAGES

Pick your yearly hour package

Paid once for the year. Your price is confirmed when you sign in — after that, hours are the only currency.

Egypt · EGP **Saudi Arabia · SAR**

STARTER	STANDARD	POPULAR	SCALE	ENTERPRISE
50 HRS / YEAR	100 HRS / YEAR	200 HRS / YEAR	500 HRS / YEAR	1000 HRS / YEAR
One module, light business-as-usual load.	Two or three modules in steady state.	A full Fusion or EBS estate with monthly closes.	Multi-entity estate plus project work.	Group-wide coverage across all eight tracks.

Your selection

200 hrs / year

Billed in Saudi riyals.

Choosing a package. Prices show in your market's currency, and the larger tiers carry a bigger volume discount.

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Dashboard Freelancers Knowledge **Buy hours** Sign out العربية

Workspace

- Overview
- Support console
- SUPPORT
- My tickets
- Raise a ticket
- BILLING
- Hour balance**
- Buy hours
- ELSEWHERE
- Knowledge base
- Q&A board
- Consultants

My hour balance

USABLE HOURS

85

Buy more hours

Your hour blocks

Each package you buy expires separately. Hours closest to expiring are spent first.

85 hours	Expires 6 June 2027
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Request a refund

MSAMM
YOUR OUTLET TO A NEW WORLD
Oracle Fusion and E-Business Suite consultancy and prepaid support hours, delivered by consultants we train ourselves.

SERVICES
Implementation
Outsourcing
SLA support
Health check

PLATFORM
Packages
Support console
Knowledge base
Consultants

COMPANY
Academy
Interns

Legal
Terms of Service
Refund Policy
Privacy Notice
Contact us

Your Hour balance page — the hours you can still spend, and each block with the date it expires.

Raising a ticket

Describe the problem and choose the Oracle track it belongs to. The track decides which consultants see it, so picking the closest one gets you a faster answer. Raising a ticket is free and spends nothing.

Before you raise one, it is worth searching the knowledge base. Reading an article never costs hours, and a fix you apply yourself costs nothing at all.

Comparing proposals

Consultants on that track propose how many hours the work will take, how they intend to approach it, and a date and time to meet. You will usually receive more than one.

You never see a consultant's rate. What a consultant is paid is between them and MSAMM, and it does not come out of your hours — you spend the hours quoted in the proposal and nothing else.

Accepting, or asking for another time

Accepting a proposal does two things at once: it confirms the consultant and it deducts the quoted hours. So the time has to be settled first. If the proposed slot does not suit you, propose another — the consultant then accepts or offers a third.

Nothing is deducted while a time is still being agreed. Hours move only when whichever of you did not make the last offer accepts it.

The meeting, and afterwards

The video room is created for you and opens from the ticket — there is nothing to install and no link to share. An intern may sit in to observe; you will see them listed.

When the work is done the consultant marks the ticket resolved and you are emailed. A resolved ticket is a record: it cannot be reopened, so if something remains, raise a new one and reference it.