

Dedicated Premier Resources

Powerful support for the world's largest enterprises.

Large companies depend on Okta to solve challenges around Hybrid IT, authentication and identity management for secure customer experiences and protection in a rapidly-changing threat landscape. The Okta Premier Plus Success Package offers a wide range of optional add-ons specifically designed to accelerate time to value.

Premier Architect

When speed to transformation is critical.

Your Okta Premier Architect is an Okta Certified Expert and is dedicated 100% to your account throughout your subscription term. Your Premier Architect serves as an advisor on topics including solution architecture, roadmap planning, design review, security and compliance. They also consult and advise on integration and org strategy, performance management, and optimization planning. Your Premier Architect is best able to advise you on fit and gap analyses of your capabilities, as well as provide best practices related to using Okta's platforms, and offers high-level guidance on a standing basis.

The Benefits

- Full-time Okta Expert who is an identity architect, embedded in your organization
- Guidance on Okta-related identity initiatives
- Fit and gap analysis of Okta product capabilities
- Roadmap, Architecture, Deployment and Governance advice for the Okta product suite

Dedicated Customer Success Manager

When time to value is critical.

The Dedicated Customer Success Manager (CSM) focuses on helping you accelerate your time to value with your Okta products. Your Dedicated CSM will advise you on a variety of topics including: aligning your business objectives and priorities with Okta capabilities, change management, recommended training, best practices, insight and planning. The Dedicated CSM also acts as a customer advocate aligning resources across the Okta ecosystem to accelerate your success.

The Benefits

- Deep knowledge of your organization, IT strategy, and identity environment
- Proactive, joint planning to align Okta capabilities to business initiatives
- Adoption monitoring and actionable satisfaction metrics to ensure value from Okta solution
- Insight into Okta's product roadmap, delivering time to value through new capabilities
- Proactive identification of new approaches to deliver incremental business value to your stakeholders

Mission Critical Support Engineer

When speed to resolution is critical.

The Mission Critical Support Engineer (MCSE) is a senior Okta Support resource who will provide comprehensive ownership of the Technical Support experience. This person is deeply familiar with your company's unique architecture and the challenges you face - no need to start from scratch every single time a support concern is raised. They are available to advise on topics including troubleshooting and reported service-affecting issues. Your MCSE will become a trusted advisor tasked with championing your support needs start to finish, and facilitating discussions with others at Okta as your representative.

The Benefits

- Single point of contact for all technical issues
- In-depth troubleshooting from an Okta technical professional
- Rapid resolution of technical issues
- Streamlined communication with Okta technical teams