

# Maximize Your Value with an Okta Success Package

A trusted partner, advisor, and support team

Okta was built on an extremely dedicated approach to customer success. Our Customer First team partners with you to drive the business and technical outcomes that matter most to you. We are your advocates, your product experts, and your strategic advisors throughout your journey with Okta.

Our success packages are designed to align with the complexity of your environment and provide the critical services you need to achieve your business goals with Okta.



Okta's Customer First team sets the standard for customer support and customer success. When we're trying to implement new features or when we just have questions, they get us to the right people, helping us navigate Okta as effectively as possible, and giving us more visibility into what's happening.

Mike Gruen,  
VP Engineering and CISO, Cybrary

[Customer Journey](#)

## Customer Success and Support Packages

We offer different tiers of customer success and support based on your needs

	BASIC		PREMIER		PREMIER ACCESS		PREMIER PLUS	
	<b>Subscription Spend</b> (USD Annually)	< \$20,000	<b>Subscription Spend</b> (USD Annually)	\$20,000 - \$125,000	<b>Subscription Spend</b> (USD Annually)	\$125,000 - \$200,000	<b>Subscription Spend</b> (USD Annually)	\$200,000 +
Education Services	<b>Premier Learning Pass</b>	Add-On (\$)	<b>Premier Learning Pass</b>	20% discount	<b>Premier Learning Pass</b>	20% discount	<b>Premier Learning Pass</b>	20% discount
	<b>Instructor-Led Training (ILT)</b>	Add-On (\$)	<b>Instructor-Led Training (ILT)</b>	20% discount	<b>Instructor-Led Training (ILT)</b>	20% discount	<b>Instructor-Led Training (ILT)</b>	20% discount
Customer Support	<b>Support Availability</b>	12/5	<b>Support Availability</b>	24/7/365	<b>Support Availability</b>	24/7/365	<b>Support Availability</b>	24/7/365
	<b>Response Time</b>	24 hours	<b>Response Time</b>	1 hour	<b>Response Time</b>	1 hour	<b>Response Time</b>	1 hour
	<b>VIP line</b>	N/A	<b>VIP line</b>	N/A	<b>VIP line</b>	N/A	<b>VIP line</b>	Included
	<b>Mission Critical Support Engineer</b>	N/A	<b>Mission Critical Support Engineer</b>	N/A	<b>Mission Critical Support Engineer</b>	N/A	<b>Mission Critical Support Engineer</b>	Add-on
Customer Success	<b>Designated CSM</b>	N/A	<b>Designated CSM</b>	N/A	<b>Designated CSM</b>	Included	<b>Designated CSM</b>	Included
	<b>Success Plan</b>	N/A	<b>Success Plan</b>	N/A	<b>Success Plan</b>	Standard	<b>Success Plan</b>	Custom
	<b>Business Reviews</b>	N/A	<b>Business Reviews</b>	N/A	<b>Business Reviews</b>	Semi-annual	<b>Business Reviews</b>	Quarterly
	<b>Utilization + Feature Releases</b>	N/A	<b>Utilization + Feature Releases</b>	N/A	<b>Utilization + Feature Releases</b>	Quarterly	<b>Utilization + Feature Releases</b>	Monthly
	<b>Dedicated CSM</b>	N/A	<b>Dedicated CSM</b>	N/A	<b>Dedicated CSM</b>	N/A	<b>Dedicated CSM</b>	Add-on

## Your Success is Our Priority

The Okta Premier Plus Success package offers the most proactive and personalized level of engagement. In addition to your own support number and priority routing to support engineers, you'll work with a named Customer Success Manager to develop and achieve a customized success plan for your business. Our CSMs are **Okta Certified Professionals**. Your CSM will gain a deep understanding of your business goals to ensure you get the most value from Okta's solutions as your identity and access management needs evolve.

**A designated Customer Success Manager partners with you to:**

- Develop a success plan to understand your goals and drive adoption
- Continue progress during monthly healthcheck meetings
- Hold quarterly business reviews for ROI summary and executive alignment



Our Customer Success Manager has been tremendous and so has everybody else she's brought to the table.

Curtis Salinas, Senior Director  
Strategic Planning & Operations, Slack

[Customer Journey](#)

## Support is Here When You Need Us

We offer a global support team of identity experts available 24/7/365 by web or phone. **The integrated Okta Help Center** offers an up-to-date technical knowledge base, case management, and opportunities to connect with your peers and Okta experts.

## We've Got Your Back

Our team is always on. We make sure you're backed by a world-class team of trusted advisors and experts on identity and security 24/7/365. Each success package is tailored to fit your specific needs to ensure your organization's continued success with Okta.

Contact your Account Executive or email [sales@okta.com](mailto:sales@okta.com) to learn more.

## About Okta

Okta is the leading independent identity provider. The Okta Identity Cloud enables organizations to securely connect the right people to the right technologies at the right time. With more than 7,000 pre-built integrations to applications and infrastructure providers, Okta provides simple and secure access to people and organizations everywhere, giving them the confidence to reach their full potential. More than 10,000 organizations, including JetBlue, Nordstrom, Siemens, Slack, T-Mobile, Takeda, Teach for America, and Twilio, trust Okta to help protect the identities of their workforces and customers. To learn more, visit [okta.com](https://okta.com)