

# Dedicated Resources

Premier Plus Add-Ons to further accelerate your time to value

Many of the world's largest organizations rely on Okta as the cornerstone of their identity and access management strategy. To truly make the most of these mission-critical capabilities, you need a reliable, always-on technology partner by your side, guiding you throughout the identity journey. The Okta Premier Plus Success package offers optional add-ons specifically designed to accelerate time to value.

## Dedicated Customer Success Executive

The Dedicated Customer Success Executive (CSE) focuses on helping you accelerate your time to value with your Okta products. Your Dedicated CSE 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 CSE 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 and 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

## Mission Critical Support Engineer

The Mission Critical Support Engineer (MCSE) is a senior Okta Support resource who will provide comprehensive ownership of the Technical Support experience. 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 and streamlined communication with Okta technical teams
- In-depth troubleshooting from an Okta technical professional
- 61% decrease in support tickets
- 57% reduction in time to resolution

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We have an incredibly awesome team in Okta. It has been a total game changer.

Lana Cohen  
Director, Product Management  
athenahealth

[Customer Journey](#)

To learn more about our Premier Plus Add-Ons, contact your Account Executive or email [sales@okta.com](mailto:sales@okta.com)

## 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 14,000 organizations, including JetBlue, Nordstrom, Siemens, Slack, 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)