




Maximize your value with a Premier Success Plan

We’ve got your back — a trusted partner, advisor, and support team.

Premier Success Plans are designed to align with the complexity of your environment and provide the expertise and support you need from the right people, at the right time — so you can achieve your business goals with Okta.

Our Customer First team is ready to help.

Our Customer First team will partner with you to drive the business and technical outcomes that matter most to your organization. We are your advocates, product experts, and strategic advisors throughout your journey with Okta.

Premier Success Plans		Basic	Silver	Gold
Subscription Spend (USD annually)		\$1 - \$20,000	\$20,000 - \$200,000	\$200,000+
Pricing (% of product ARR)		Included	15%	25%
Training 	Intro to Okta On-Demand	✓	✓	✓
	Public Training + Premier Learning Pass	Add-on	10% Discount	20% Discount
Support 	Community	✓	✓	✓
	Support Availability	24/5 Online	24/7 Online + Phone	24/7 Online + Phone
	P1 Response Time	2 Hours	1 Hour	30 Minutes
Account Resources 	Customer Success Services	None	Self-Serve	Assigned Customer Success Manager
	Technical Resources	None	Self-Serve	Access to Technical Account Managers
	Oktane	Add-on	Add-on	2 Passes

Silver and Gold self-serve resources include:



Guided onboarding tailored to your needs



Personalized recommendations for achieving more value with Okta, including how your product usage metrics translate to value for your business



Assets to help answer your burning technical best practices questions

The Gold Premier Success Plan offers Okta's fastest technical support and the most personalized level of engagement from an account team committed to your success.



Your Customer Success Manager is an Okta Certified Professional and will work with you to develop and achieve a customized success plan for your organization



You'll also get access to Technical Account Managers who have deep technical expertise and can coach you through product-specific best practices



Your Okta account team will gain a deep understanding of your business goals to amplify the value you get from Okta's solutions as your Identity needs grow and evolve

"Okta's Customer Success team is a huge part of why we've been able to move so fast. They've put in a lot of care and patience — exactly what I'm looking for in a partner."

Steve Williams — Enterprise Chief Information Security Officer, NTT DATA

[Read their story](#)

Contact your Account Executive or email sales@okta.com to learn more.

About Okta

Okta is the World's Identity Company. We free everyone to safely use any technology—anywhere, on any device or app. Our Workforce and Customer Identity Clouds enable secure yet flexible access, authentication, and automation that transforms how people move through the digital world and puts Identity at the heart of business security and growth.