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Maximize your value with a Premier Success Plan

Support and expertise you need from the right people, at the right time — so you can achieve your business goals with Okta.

Basic
Included for all paying* customers with under $20,000 product subscription

Fundamental resources to get you started

- Access to public training catalog and support center, including knowledge articles, documentation, and online communities

- 24/5 online only support

*Not applicable to Auth0 Self-Service customers

Silver
15% of ARR and required for all customers with annual product subscription spend of $20,000 or higher

24/7 support you need, when you need it

- **One Expert Learning Pass**, plus **10% off additional training** to grow your skills

- **24/7 support** online and via phone with accelerated response times

- **Customized recommendations**, including tailored onboarding and self-guided adoption resources specific to your needs

- One Oktane pass

Gold
25% of ARR and required for all customers with annual product subscription spend of $200,000 or higher

Personalized engagements to accelerate business value

- **Six Expert Learning Passes and 20% off additional training** to empower you and your entire team

- **Fastest 24/7 support** response times

- Success **planning and roadmap alignment** tailored to your business goals within Okta's Identity maturity framework

- Business and technical guidance from **specialized experts**

- **Two Oktane passes** and other special access programs

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Premier Success Plans provides access to Okta Learning to empower your organization, customer support when you need it most, and customer success services to help you get the most out of your Okta investment.

Okta Learning

Grow critical skills, enhance security, and drive business outcomes with Okta Learning. Silver and Gold customers receive Expert Learning Passes, so you can elevate your organization's identity security knowledge and posture with:

- Curated content and self-paced learning paths
- Exclusive live education sessions
- Practice and Certification exam vouchers

Customer Success

Our Customer Success team is relentlessly committed to ensuring you thrive. Silver and Gold customers receive customized resources to assist with onboarding, configuration best practices, and end-user adoption — plus recommendations to help amplify the value you get from your Okta solutions.

Upgrade to the Gold Premier Success Plan to unlock direct access to specialized experts, who can provide business and technical guidance to help drive your Identity maturity as your needs grow and evolve.

Customer Support

We know you rely on Okta for your essential business needs. Through our robust digital resources and accessible teams, you get the urgent support you need, when you need it with a Premier Success Plan.

	Basic	Silver	Gold
Support hours	24/5	24/7	24/7
Priority Level 1 Response Time	2 hours	1 hour	30 minutes
Priority Level 2 Response Time	12 hours	2 hours	1 hour
Priority Level 3 Response Time	24 hours	8 hours	4 hours
Priority Level 4 Response Time	24 hours	24 hours	24 hours

"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

Learn more

Contact your Account Executive or email sales@okta.com.