

# 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 our platforms.

## Basic

**Fundamental resources to get you started**

Included for all paying\* customers with less than \$20K annual product subscription spend



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



24/5 online support

## Silver

**24/7 support you need, when you need it**

15% of ARR and required for all customers with annual product subscription spend of \$20K to \$200K



One Expert Learning Pass and 10% off additional training



24/7 support



Customized recommendations and self-guided resources specific to your needs



One Oktane pass

## Gold

**Personalized engagements to accelerate business value**

25% of ARR and required for all customers with annual product subscription spend of \$200K+



Six Expert Learning Passes and 20% off additional training



Fastest around-the-clock support response times



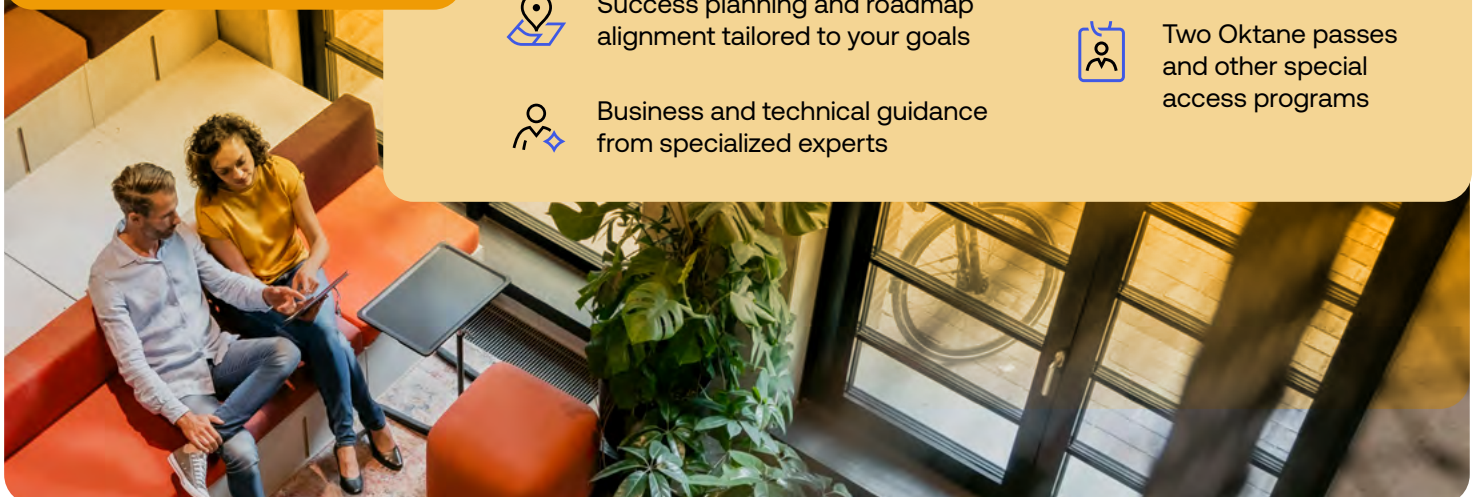
Success planning and roadmap alignment tailored to your goals



Two Oktane passes and other special access programs



Business and technical guidance from specialized experts



Premier Success Plans provide access to Okta Learning to empower your organization, customer support when you need it most, and customer success services to maximize the value of your 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 learning 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 our products and 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 our platforms for your essential business needs. With our robust digital resources and accessible teams, you get the urgent support you need when you need it with a Premier Success Plan.

	Support Hours	Response times by priority level			
		P1	P2	P3	P4
Basic	24/5	2 hours	12 hours	24 hours	24 hours
Silver	24/7	1 hour	2 hours	8 hours	24 hours
Gold	24/7	30 minutes	1 hour	4 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](#)

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

About Okta

Okta, Inc. is The World's Identity Company™. We secure identity, so everyone is free to safely use any technology. Our customer and workforce solutions empower businesses and developers to use identity to drive security, efficiencies, and success.