

Maximize value and ROI 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 and reduce risk

Included for all paying¹ customers with less than \$20K annual subscription spend

Basic

Fundamental resources to get you started



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



24/5 online support

Silver

Critical 24/7 support to mitigate risk

15% of ARR and for 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 response times, demonstrated to reduce resolution time by up to 70%³



Success planning and roadmap alignment tailored to your goals



Specialized expertise to reduce risk and reliance on third-party costs



Two Oktane passes and other special access programs

Proven to deliver²:

103% ROI
\$805K NPV



¹Not applicable to Auth0 Self-Service customers

^{2,3}ROI, NPV, and productivity figures are based on the “[Total Economic Impact™ of Okta’s Gold Premier Success Plan](#)” study by Forrester Research (2026). Results are based on a composite organization, as determined by interviewed customers. Individual results may vary.

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 skills to help boost IT productivity by up to 50%⁴ and reduce reliance on third-party services including training, consulting and technical guidance. 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 Support

We know you rely on our platforms for your essential business needs. With robust digital resources and accessible teams, you get support that resolves critical incidents up to 70% faster⁵, enabling business continuity.

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 that help accelerate app onboarding by up to 15%⁶.

Upgrade to the Gold Premier Success Plan to unlock direct access to specialized experts, who can provide business and technical guidance to drive identity maturity and recapture revenue by minimizing downtime impact.

Targeted response times by priority level

	Support Hours	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 story](#)

Customers achieve up to **103% ROI** and **<6 month payback**.

Based on composite organization results⁷.

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

About Okta

Okta is the World's Identity Company. As the leading independent Identity partner, we free everyone to safely use any technology— anywhere, on any device or app. The most trusted brands trust Okta to enable secure access, authentication, and automation. With flexibility and neutrality at the core of our Okta Workforce Identity and Customer Identity Clouds, business leaders and developers can focus on innovation and accelerate digital transformation, thanks to customizable solutions and more than 7,000 pre-built integrations. Learn more at okta.com.

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