

# A Premier Plus Success Package to Unlock the Full Potential of Your Business

*Comprehensive training and customer support—phone, email and online*

## Okta Identity and Mobility Management

Okta is the foundation for secure connections between people and technology. Our products include single sign-on (SSO), provisioning, universal directory, adaptive multi-factor authentication, and mobility management. We connect any person, via any device, in any context to the technologies they need to perform at their best.

## Okta Premier Success Package

Customer Success always has been and always will be the cornerstone of our business. Our daily decisions,

starting with the way we’ve designed our product and extending to the way we partner with our customers after deployment all center on helping the customer succeed.

The Okta Premier Plus Success package offers the most exclusive level of support. In addition to your own support number and priority routing to support engineers, you’ll work with a named Customer Success Manager (CSM), who is dedicated to understanding where your business is today, where you’d like to be tomorrow, and how Okta can help you get there.

ITEM	DETAILS
Named Customer Success Manager	Your named Customer Success Manager (CSM), who is a product expert and customer advocate, will work with you onsite up to two (2) days per month. This one-on-one contact allows for a highly personalized and proactive experience. The CSM will gain a deep understanding of your business challenges to ensure you are set to make the most of Okta’s product features as your identity and access management needs evolve.
Regular Health Checks & Quarterly Business Reviews	Your named CSM will conduct regular and comprehensive Health Checks with your team, assessing your organization’s use of Okta, including major categories such as: Business, Service Usage, Application Adoption, and Product Functionality.  Additionally, your CSM will meet with you on-site quarterly to conduct a broader Quarterly Business Review, where Okta’s Product Roadmap will be shared, and we’ll aim to understand your upcoming initiatives and help align Okta’s existing and upcoming capabilities to help you reach your goals.
Training	As a Premier Plus Success customer, your team will benefit from unlimited: <ul style="list-style-type: none"> <li>• Access to an extensive library of self-paced recorded training videos and Getting Started guides</li> <li>• Participation in the live Getting Started webinars for administrators, according to the published schedule</li> <li>• Participation in productivity and new release training webinars, according to the published schedule</li> </ul> Premier Success customers receive a 20% discount off the per seat price of publicly available premium training classes. Premium training must be taken within twelve (12) months of purchase, or the seats will be forfeited. Courses, content, and language availability are limited, and are subject to change without notice at Okta’s sole discretion. Online content may be accessed via websites only designated by Okta.
Customer Support	Phone Support—Customers have access to a toll-free line with priority call routing to Okta customer support engineers, 24 hours a day, 7 days a week.  Online Support—Customers can submit cases easily online through the Okta platform or at <a href="http://support.okta.com">http://support.okta.com</a> Initial response for high severity support cases under the Premier Plus Success Package will be within 1 hour, and there is no limit to how often customers can contact Okta support.
Oktane	Customers will receive (2) full-conference passes to attend Okta’s annual customer conference. This conference includes breakout sessions, access to Okta experts and CSM team, and hands-on labs. These passes will not include travel expenses. Additional passes and pre-conference training passes must be purchased separately.

## Customer Success is our guiding principle

A sampling of Okta's happy customers:



"No one does this kind of work at this speed AND does such a good job informing their customers. No one."



"Very easy to work with you; you guys are always willing to do WHATEVER it takes to make us successful."



"Okta has now become a trusted partner and advisor in identity management."



"For new application integrations you guys just go out and get it done. Every time."



"We definitely feel like we have more of a partner relationship than a vendor relationship."

### About Okta

Okta is the foundation for secure connections between people and technology. By harnessing the power of the cloud, Okta allows people to access applications on any device at any time, while still enforcing strong security protections. It integrates directly with an organization's existing directories and identity systems, as well as 4,000+ applications.

Because Okta runs on an integrated platform, organizations can implement the service quickly at large scale and low total cost.

Thousands of customers, including Adobe, Allergan, Chiquita, LinkedIn and Western Union, trust Okta to help their organizations work faster, boost revenue, and stay secure.

[okta.com](https://okta.com)