

A Basic 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 Basic 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 during and after deployment.

The Okta Basic Success Package gives you access to training, the helpdesk forum, FAQs, on-line user guides and tutorials, and briefings of upcoming releases.

item	Details
Training	<p>Basic Success customers benefit from unlimited:</p> <ul style="list-style-type: none"> • Access to an extensive library of self-paced recorded training videos and getting started guides • Participation in the live Getting Started webinars for administrators, according to the published schedule • Participation in productivity and new release training webinars, according to the published schedule <p>Basic Success customers can optionally purchase and enroll in Okta premium training courses, which include hands-on labs.</p> <p>Courses, content, and language availability are limited, and are subject to change without notice at Okta’s sole discretion. Online content may be accessed only via websites designated by Okta.</p>
Customer Support	<p>Phone Support - Customers have access to a toll-free line to contact Okta customer support engineers, 12 hours a day, 5 days a week.</p> <p>Online Support - Customers can submit cases easily online through the Okta platform or at http://support.okta.com</p> <p>Initial response for support cases under the Basic Success Package is within 24 hours, and there is no limit to how often customers can contact Okta support.</p>

If extended hours (24 hours a day, 7 days a week) of support coverage, faster response time and proactive notifications are important, Okta also offers the Premier Success Package and Premier Plus Success Package with additional coverage options.

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