

# Your Success is Our Business

A trusted partner, advisor, and support team.

Okta was built on an extremely dedicated approach to customer success. Our Customer First team partners with you to drive the business and technical outcomes that matter most to you. We are your advocates, your product experts, and your strategic advisors throughout your journey with Okta.

Our tiered success packages give you the power of choice and align to the complexity of your Okta deployment. Each package provides options for Education, Support, and Customer Success Management (CSM) services.

## Support is Here When You Need Us

We offer a global support team of identity experts available 24/7/365 by web or phone. [The integrated Okta Help Center](#) offers an up-to-date technical knowledge base, case management, and opportunities to connect with your peers and Okta experts.

The enhanced support experience also has options that provide a dedicated support line, expedited access to Tier 2 support engineers, and more. No matter when you need us, Okta's Support team is always here to help.

“Most importantly, Okta has been very easy to work with, was extremely knowledgeable about the cloud, and always willing to do whatever it takes to make LinkedIn and our cloud strategy successful.”

**LinkedIn**

## Maximize Value of Your Okta Subscription

The Okta **Premier Plus Success** package offers the most proactive and personalized level of engagement. In addition to your own support number and priority routing to support engineers, you'll work with a named Customer Success Manager. Our CSMs are [Okta Certified Administrators](#). They 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.

### A Designated Customer Success Manager Partners with You to:

- Develop a success plan to understand your goals and drive adoption
- Continue progress during monthly healthcheck meetings
- Hold quarterly business reviews for ROI summary and executive alignment

## Select a Success Package That Meets Your Needs:

We offer different tiers of customer success and support offerings based on your needs. No matter what you choose, we'll ensure that you're getting the most out of your success package:

		Basic	Premier	Premier Plus	Okta for Good
Support Services	Support Availability	12/5	24/7/365	24/7/365	3 cases annually
	Response Time	24 hours	1 hour	1 hour	NA
	VIP Support Line	NA	NA	Included	NA
	Mission Critical Technical Support Engineer	NA	NA	Add On (\$)	NA
CSM Services	Named CSM	NA	NA	Included (1:6)	NA
	Additional CSM Time	NA	NA	Add On (\$)	NA
	Kick-off Meeting	NA	NA	Onsite	NA
	Success Meetings	NA	NA	Monthly/Onsite	NA
	Business Reviews	NA	NA	Quarterly/Onsite	NA
Education Services	Instructor-led Training (ILT)	Add On (\$)	Add On (\$)	Add On (\$)	Add On (\$)
	Training Discount	NA	20% discount on all public ILT classes	20% discount on all public ILT classes	50% discount on all public ILT classes

“Okta makes our problems their own and it’s why we can rely on them to make us successful.”

**Mike Towers**  
VP | Chief Information Security Officer | Allergan

### We’ve Got Your Back:

Our team is always on. We make sure you’re backed by a world-class team of trusted advisors and experts on identity and security 24/7/365. Whether you’re looking for a designated CSM or you just want peace of mind that we’ll be available anytime, we’ll find you the right service package with the level of support you need.

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

#### About Okta

Okta is the leading provider of identity for the enterprise. The Okta Identity Cloud connects and protects employees of many of the world’s largest enterprises. It also securely connects enterprises to their partners, suppliers and customers. With deep integrations to over 5,000 apps, the Okta Identity Cloud enables simple and secure access from any device.

Thousands of customers, including Experian, 20th Century Fox, LinkedIn, Flex, News Corp, Dish Networks and Adobe trust Okta to work faster, boost revenue and stay secure. Okta helps customers fulfill their missions faster by making it safe and easy to use the technologies they need to do their most significant work.

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