



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 are aligned 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 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.

“It’s not just about product features and functionality. Focus on customer success is a key consideration when we evaluate any SaaS partner.”

—Paul Timmins

CIO | Global Operations | Dentsu Aegis Network

Maximize the 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 Professionals](#). Your CSM will gain a deep understanding of your business goals to ensure you get the most value from Okta's solutions as your identity and access management needs evolve.

A dedicated 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.

		Basic	Premier	Premier Access	Premier Plus	Okta for Good
Support Services	Support Availability	12/5	24/7/365	24/7/365	24/7/365	12/5
	Response Time	24 hours	1 hour	1 hour	1 hour	N/A
	VIP Support Line	N/A	N/A	N/A	Included	N/A
	Mission Critical Support Engineer	N/A	N/A	N/A	Add-On (\$)	N/A
CSM Services	Named CSM	N/A	N/A	Included (1:20)	Included (1:6)	N/A
	Kickoff Meeting	N/A	N/A	Virtual	Onsite	N/A
	Success Meetings	N/A	N/A	Quarterly/Virtual	Monthly/Onsite	N/A
	Business Reviews	N/A	N/A	Semi-Annual/Virtual	Quarterly/Onsite	N/A
	Dedicated CSM	N/A	N/A	N/A	Add-On (\$)	N/A
	Oktane Conference	Add-On (\$)	Add-On (\$)	Add-On (\$)	2 passes annually	N/A
Education Services	Instructor-Led Training (ILT)	Add-On (\$)	Add-On (\$)	Add-On (\$)	Add-On (\$)	Add-On (\$)
	Training Discount	N/A	20% discount on all public ILT classes	20% discount on all public ILT classes	20% discount on all public ILT classes	50% discount on all public ILT classes

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 dedicated CSM or you just want peace of mind that we'll be available anytime, we have the right service package to meet your requirements.

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

“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

Okta

The foundation for secure connections between people and technology.

Okta is the leading independent provider of identity for the enterprise. The Okta Identity Cloud enables organizations to securely connect the right people to the right technologies at the right time. With over 6,000 pre-built integrations to

applications and infrastructure providers, Okta customers can easily and securely use the best technologies for their business. Over 6,100 organizations, including 20th Century Fox, JetBlue, Nordstrom, Slack, Teach for America and Twilio, trust Okta to help protect the identities of their workforces and customers.

www.okta.com