

# A Premier 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 a single, integrated platform that provides single sign-on (SSO), user management, and analytics across cloud applications and on-premises web applications. We connect any person, via any device, in any context to the technologies they need to perform at their best.

## Okta Premier Success

Customer Success is our north star at Okta. It is our sextant and our compass. It guides the direction of our business and 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 Premier Success Package gives you access to live and pre-recorded training, 24x7 support with 1 hour response times, FAQs, on-line user guides, and tutorials so you get the most value from Okta.

ITEM	DETAILS
Training	<p>Training Customer Support Premier Success customers benefit from unlimited:</p> <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> <p>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 only via websites designated by Okta.</p>
Customer Support	<p>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.</p> <p>Online Support - Customers can submit cases online through the Okta platform or at <a href="http://support.okta.com">http://support.okta.com</a></p> <p>Initial response for high severity support cases under the Premier Success Package will be within 1 hour. There is no limit to how often customers can contact Okta support.</p>

## Customer Success is our Guiding Principle

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



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



"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."



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



## About Okta

Okta is the leading provider of identity and mobility management solutions for the cloud and mobile enterprise. By harnessing the power of the cloud, Okta allows people to access applications on any device at any time, while still enforcing strong security policies. 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)