# One Identity Customers Love our Award-Winning Support

**Support was excellent** – very fast and concise.

**Nathan Dahms**
St Clair College
Identity Manager

**Support staff were quick to respond** when I opened the ticket. They were also very patient when I had to reschedule our call and were very helpful in assisting me with question and determining alternative methods of accomplishing my goals. **Great Job!**

**Christopher Creech**
Wake County Sheriff Office
Active Roles

**Fast, knowledgeable** and **friendly** response with a deep **technical understanding**.

**Tim Hubbard**
State Street Bank & Trust Co
Defender

The ticket I opened was not really specific and I had numerous needs and questions. The engineer, Daryl, listened, forged through and was very patient. E**very person on the One Identity team I have worked with has been very professional, knowledgeable** and **easy to work with**.

**David Calleance**
County of Sacramento Calif.
Password Manager

Response was superb. The engineer, Jim, reproduced my issue in a lab system and **responded in 90 minutes with useful info** and follow-up questions.

**Steve Ward**
Nestle Operational Services Worldwide S.A.
Authentication Services

My issue was a tough one. They identified the problem on the call and **quickly provided a resolution**.

**Mary Ann Horton**
San Diego Gas & Electric Co
Authentication Services

Even though I was only on trial-license your **support did everything to help me**. That is how you turn a prospect into a customer. Very positive experience.

**Dirk Jellese**
Hogeschool Inholland
Active Roles 7.1

One Identity Support is 'best in class'. Anytime we ask for any break/fix help or have questions around the workflows, **Support is prompt to reply and help us to a successful resolution. I love that.**

**Pallavi Kalamkar**
City of Copell, Texas
Active Roles

One Identity's support site was named an Association of Support Professionals (ASP) "Ten Best Web Support Sites" award winner.

## ONE IDENTITY™

**Learn More at Support.OneIdentity.com**