

One Identity Premier Support

Maximize the value of One Identity solutions with proactive support

Benefits


- Designated Customer Success Manager
- Faster response times, escalation and resolution
- Direct access to senior support engineers
- Proactive product notifications
- Regular service review calls and status reports
- Single point of accountability and escalation to engage other resources on your behalf
- Onboarding assistance, enablement and knowledge-sharing activities to maximize product usage and adoption
- Proactive prevention of issues and mitigation of risks

Make simplifying IT, mitigating risk and improving productivity faster and easier with One Identity Premier Support. Our highest level of support and service, Premier Support is designed for organizations with complex environments that require a closer day-to-day relationship with our support team and a proactive approach to support. By helping you spend less time supporting your software solutions, Premier Support gives you the advantage of spending more time on what's important to you and your business.

How Premier Support works

Customers who select Premier Support receive faster response times, access to senior engineers and a designated Customer Success Manager (CSM). Your CSM becomes your trusted advisor and acts as your go-to advocate for support issues for your One Identity solutions.





"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 Coppell, Texas

The Customer Success Manager difference

Some software vendors take the one-size-fits-most approach to support services. With Premier Support, your CSM focuses on your unique IT environment and business objectives to establish a long-lasting relationship within your organization to ensure long-term success with your One Identity products.

Your CSM will begin the process with an onboarding session with a Product Specialist to provide you with a product and support overview, as well as help you get started with your product to get the most value as quickly as possible. Your CSM will also conduct regularly scheduled review calls and provide status reports to help identify and prevent issues before they occur. They will review support activity, including trend analysis, asset reports, and defect and product updates. Basically, they become an extension of your IT staff.

We want to make sure you are getting the most out of your One Identity solutions and support. By building a relationship with your organization and understanding your IT environment, your CSM will make recommendations to your teams on product usage and adoption to ensure you are getting a full return on your investment.

Your CSM will be a product evangelist by leveraging other One Identity experts to enable you to get the most from your products. They will engage with you on different enablement activities, such as recommend training opportunities, review Knowledge Base articles, help you navigate the One Identity Software Support Portal, and invite you to product best practices and tips and tricks webcasts.

Finally, your Customer Success Manager (CSM) also acts as your single point of contact and proactively engages all resources within our organization on your behalf to remove any barriers to your business success. The CSM leverages multiple resources to

ensure all your requirements are met. When you submit a service request to One Identity Support, your CSM will ensure it is being handled accordingly and work to expedite your request for faster resolution by engaging with the Support, Product Management, or Research and Development teams within One Identity. Your CSM will take ownership of any escalations or critical situations and will coordinate any necessary activities to bring those issues to a full resolution.

Contact your account representative for more information.

About One Identity

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

Learn more at [OneIdentity.com](https://www.oneidentity.com)