

DATASHEET

One Identity Support Services

Excellent technical assistance from highly skilled engineers.

Benefits

- Global touch-and-hold model — one person manages issue through resolution
- Certified engineers who are product and domain experts and communicate clearly
- Commitment to customer success
- Multiple offerings to accommodate varying needs
- Robust support portal and knowledge base resources to enable you to resolve issues quickly and independently 24x7



When selecting an enterprise technology provider, the strength and quality of its support services is as important as the benefits of the products. One Identity support services for identity & access management (IAM) solutions provide expert technical assistance worldwide through highly experienced professionals committed to customer satisfaction..

Global Coverage

We deliver a wide range of global support services through multilingual teams located throughout the world. Support is provided in English with local language accommodated when possible.

Highly skilled engineers

Our customers consistently rank our support engineers as among the best in the industry. They provide deep product knowledge as well as extensive domain expertise

Commitment to customer satisfaction

We are passionate about resolving every issue to the complete satisfaction of our customers. Results from our support surveys consistently reflect high levels of customer satisfaction.

“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
(Active Roles)

Different support levels to suit your unique needs

One Identity support accommodates connected solutions by providing a comprehensive support plan to suit any business organization. Whether there is an issue with software, the hardware part of an appliance solution or one of our cloud-delivered technologies, our support engineers will collectively work to resolve the issue quickly and effectively. We recognize how important our products are to your business environment, and we strive to help you maximize your investment by offering a wide range of global support services to accommodate the varying needs of your organization.

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

Tim Hubbard
State Street Bank & Trust Co

Standard Support

Standard Support is an extensive range of services, available Monday through Friday, during our business hours in a single geographic region

24x7 Support

24x7 Support is the appropriate option if you require around the clock support coverage or support across multiple time zones. This service also provides support for severity Level 1 issues over weekends and public holidays. All other severity level issues will be handled during local business hours.

Premier Support

Our highest level service offering is designed for organizations with complex environments that require a closer day-to-day relationship with our support team and a more proactive approach to technical assistance. Customers who select Premier Support receive faster response times, direct access to senior support engineers and a designated Customer Success Manager (CSM). Customers selecting Premier Plus option, in addition to

Support features	Standard Support	24x7 Support	Premier Support
Maximum response time for severity Level 1 issues	1 hour	1 hour	30 minutes
Technical support coverage (<i>product-level based</i>)	Local hours	24x7 ¹	Local hours or 24x7 ²
Online forums, documents, videos and Knowledge Base	•	•	•
Online service request management	•	•	•
Basic how-to and troubleshooting assistance	•	•	•
Latest software/firmware upgrades	•	•	•
Phone support	•	•	•
Email support	•	•	•
Chat support	•	•	•
Faster response times, escalation and resolution			•
Direct access to senior support engineers			•
Designated Customer Success Manager (CSM)			•
Proactive product updates and knowledge sharing			•
Monthly review calls and status reports			•
Single point of accountability to engage One Identity resources			•
Onboarding assistance, enablement and product adoption			•
Proactive prevention of issues and mitigation of risk			•
Advanced Support Engineer assigned to customer ³			•
On-Site support assistance by arrangement ³			•

Support is provided in English with local language accommodated when possible. There are some products that require 24x7 Support. See your sales account representative for details.

¹For severity Level 1 issues, support calls will be handled by regional support teams during local business hours and managed by the global support queue outside those hours.

²Technical support coverage determined by the product maintenance contract. Premier Support is provided at the customer level covering all One Identity products.

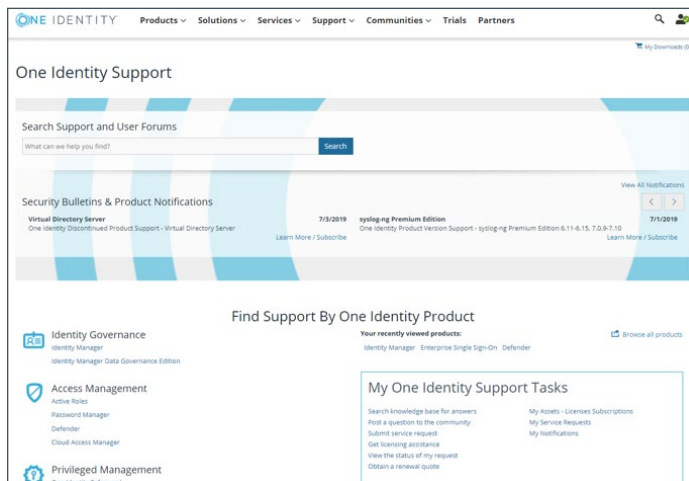
³Included with Premier Plus option

all Premier benefits, also get access to a designated Advanced Support Engineer (ASE). Together, CSM and ASE deliver a wide range of services tailored to your unique needs. Premier Support benefits include:

- Proactive, personalized support service
- Accelerated response times
- A designated CSM and ASE
- Increased ROI on your One Identity solution

Access to our support portal

In our support portal, support.oneidentity.com, you can create and manage service requests, download new product releases and updates, and search for answers using our growing knowledge base of more than 100,000 solutions, FAQs, how-to guides, videos and discussion-forum posts.



Support portal features

- Intuitive navigate the Support Portal, with personalization, including tailoring the My Account page to your specific products
- Find answers quickly with federated multi-source knowledge articles, videos, documents and more
- Locate product information easily with a support page for each product
- Share information with peers and product experts in user communities
- Stay up to date by easily downloading new releases and updates
- Get interactive support via the chat function
- Access video tutorials to get the most from your solution
- Log issues and track resolution progress with online service request management

Get more information on how to use the support portal by viewing our “Getting Started” tutorial videos.

Additional services

If at any time your business demands a customized level of support, we can help you find a service that better fits your needs. Visit our Support Portal for more information about our additional value added support services.

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats. Learn more at OneIdentity.com