



**EXPERT  
SERVICES**

# Subject Matter Expert Consultation

Assistance when you need it

## Key Business Outcomes

- Increased confidence with your systems
- Quick expert assistance for projects
- Elimination of configuration roadblocks

## Key Services Features

- Access to a remote on-demand consultant
- Assistance with configuration challenges
- Assistance with application onboarding
- Custom configuration
- Custom reporting

---

## Get Started

To start your professional services engagement today.

**Contact an Expert**

Whether you're looking for an expert for quick turnaround projects or wrestling with configuration challenges, you can leverage a remote One Identity consultant to assist your organization – on demand. This is a cost-efficient and flexible way to get quick and expert assistance for projects when you need it. Working with the solutions day in, day out, our consultants have accumulated a wealth of solution knowledge and best practices. Leverage our consultants to help with:

- Customization and configuration challenges
- Short-notice staffing
- Application onboarding
- Reporting

## Prerequisites

The activities are provided remotely Monday through Friday, between 8 a.m. and 5 p.m. in the time zone of the assigned architect- excluding holidays.

- On-Site engagements are available upon request -Customer is responsible for travel and expense
- Customer must commit appropriate technical resource(s) as required by our architect to complete the activities and deliverables
- Customer will provide One Identity with adequate and appropriate access to servers, systems and data as required.
  - A checklist of these requirements will be provided by OIS
- Customer will identify a person to be the single point of contact to ensure that all tasks are completed within the specified time