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# Maximize your value with a Premier Success Plan

Support and expertise you need from the right people, at the right time — so you can achieve your business goals with Okta.

| Basic | Silver | Gold |
|---|---|---|
| Fundamental resources to get you started | 24/7 support you need, when you need it | Personalized engagements to accelerate business value |
| Included for all customers with up to $20,000 product subscription | 15% of ARR for customers with $20,000 to $200,000 product subscription | 25% of ARR for customers with over $200,000 product subscription |
| Access to public training catalog and support center, including knowledge articles, documentation, and online communities | 10% off instructor-led training to grow your skills and mitigate risk | 20% off instructor-led training to empower you and your entire team |
| 24/5 online support for standard support requests | 24/7 support online and via phone for critical issues | Fastest 24/7 support response times |
| | Customized recommendations, including tailored onboarding and self-guided adoption resources specific to your needs | Success planning and roadmap alignment tailored to your business goals within Okta's Identity maturity framework |
| | One Oktane pass | Business and technical guidance from specialized experts |
| | | Two Oktane passes and other special access programs |

Premier Success Plans provides access to Okta Learning to empower your organization, customer support when you need it most, and customer success services to help you get the most out of your Okta investment.

## Okta Learning

Grow critical skills, enhance security, and drive business outcomes with an extensive and evolving public catalog aimed at helping users be productive and confident with their Okta products. Silver and Gold customers also get discounts on additional instructor-led training, so you can empower your team and stay ahead of evolving threats.

## Customer Support

We know you rely on Okta for your essential business needs. Through our robust digital resources and accessible teams, you get the urgent support you need, when you need it with a Premier Success Plan.

## Customer Success

Our Customer Success team is relentlessly committed to ensuring you thrive. Silver and Gold customers receive customized resources to assist with onboarding, configuration best practices, and end-user adoption — plus recommendations to help amplify the value you get from your Okta solutions.

Upgrade to the Gold Premier Success Plan to unlock direct access to specialized experts, who can provide business and technical guidance to help drive your Identity maturity as your needs grow and evolve.

|  | Basic | Silver | Gold |
|---|---|---|---|
| Support hours | 24/5 | 24/7 | 24/7 |
| **Priority Level 1** Response Time | 2 hours | 1 hours | 30 minutes |
| **Priority Level 2** Response Time | 12 hours | 2 hours | 1 hour |
| **Priority Level 3** Response Time | 24 hours | 8 hours | 4 hours |
| **Priority Level 4** Response Time | 24 hours | 24 hours | 24 hours |

"Okta's Customer Success team is a huge part of why we've been able to move so fast. They've put in a lot of care and patience —exactly what I'm looking for in a partner."

**Steve Williams**
Enterprise Chief Information Security Officer, NTT DATA

**Read their story**

## Learn more

Contact your Account Executive or email sales@okta.com.