



DATASHEET

One Identity Premier Support

Maximize One Identity solutions with proactive support

Benefits

- Designated Technical Account Manager (TAM)
- Fast response, escalation and resolution
- Direct access to senior support engineers
- Regular service-review calls and status reports
- Single point of contact for increased accountability and internal advocacy
- Onboarding assistance and knowledge-sharing activities to optimize product adoption
- Risk prevention and mitigation

The Premier Plus option includes

- Advanced Support Engineer assigned to the customer
- Responsive technical support and guidance
- Proactive identification and resolution of support issues
- Risk management: Support assessments and health checks on best practices and optimum usage and deployments
- On-site support assistance available when appropriate
- Operational review (reporting, analysis, advice on corrective actions)

Mitigate risk, simplify IT management, accelerate adoption and shorten time to lovely productivity with One Identity Premier Support. Our highest level of service, Premier Support was created for organizations with complex environments that require a proactive and fully integrated support relationship. You can get up and running quickly with One Identity IAM solutions and get back to focusing on what's important to you and your organization.

How Premier Support works

Customers who select Premier Support get ready access to senior engineers and a dedicated Technical Account Manager (TAM) as a single point of contact. Your TAM becomes your trusted advisor and acts as your go-to advocate for support requirements. And when you add the Premier Plus option, in addition to all the Premier Support benefits, you also get a designated Advanced Support Engineer who augments your internal operational support team with an extensive experience and deep technical knowledge of One Identity solutions.

The Technical Account Manager Difference

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

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

“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

Our Technical Account Manager is your One Identity insider

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Your TAM begins the process with an onboarding session with a product specialist to provide you with a product and support overview. They will help your organization get moving forward with One Identity solutions and conduct regularly scheduled review calls and provide status. This will help identify and avoid potential issues. They will also review support activity, including trend analysis, asset reports, and defect and product updates. Basically, they become an extension of your IT team.

They will engage with your team for enablement activities, such as training opportunities, review of Knowledge Base articles, introduce you to our customer portal and other self-service sources, ensure adoption of best practices and share our ondemand tips and tricks webcasts.

Finally, your TAM also acts as your single point of contact and will engage with all necessary One Identity resources on your behalf to help drive your business success.

When you submit a service request to One Identity Support, your TAM will ensure it is being handled appropriately.

Your TAM will take ownership of any escalations or critical situations, and will coordinate a resolution by engaging with the One Identity Support, Product Management, and Research and Development teams.

Finally, your TAM also acts as your single point of contact and will engage with all necessary One Identity resources on your behalf to help drive your business success.

When you submit a service request to One Identity Support, your TAM will ensure it is being handled appropriately.

Your TAM will monitor escalations or critical situations, and will help coordinate a resolution by engaging with the One Identity Support, Product Management, and Research and Development teams.

About One Identity

One Identity, a Quest Software business, lets organizations implement an identity-centric security strategy, whether on-prem, in the cloud or in a hybrid environment. With our uniquely broad and integrated portfolio of identity management offerings including account management, identity governance and administration and privileged access management, organizations are empowered to reach their full potential where security is achieved by placing identities at the core of the program, enabling proper access across all user types, systems and data.

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

Advanced Support Engineer at your service

When investing in business-critical enterprise software, it is essential to have the technical resources that can operate and maintain it on a day-to-day basis. What better technical specialist can one get, if not an Advanced Support Engineer directly from your software vendor?

Our Premier Plus customers are assigned a solution specialist support engineer. This resource may vary depending on the precise One Identity solution skills and expertise needed. A highly experienced ASE will assist your operations team with proactive technical support services that include:

- **Expert consultation**, best practices and optimal product configuration for the unique needs of your organization
 - **Troubleshooting support** that draws upon the ASE's indepth knowledge as well as the additional collaboration of support and development resources
 - **On-site supportability assessments** to reduce potential problems and enhance general systems maintenance
 - Systems performance analysis and optimization recommendations
 - **Upgrade-plan review** to reduce risk and minimize disruption
- Our ASE offering is designed to supplement and strengthen your internal support capabilities, improve resilience and stability, and ensure a successful outcome for your organization use of One Identity solutions

For more information, please, email us at
premiersupport@oneidentity.com