

One Identity Customers Love our Award-Winning Support

Support was excellent – very fast and concise.

Nathan Dahms
St Clair College
Identity Manager

Support staff were quick to respond when I opened the ticket. They were also very patient when I had to reschedule our call and were very helpful in assisting me with question and determining alternative methods of accomplishing my goals. **Great Job!**

Christopher Creech
Wake County Sheriff Office
Active Roles

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

Tim Hubbard
State Street Bank & Trust Co
Defender

The ticket I opened was not really specific and I had numerous needs and questions. The engineer, Daryl, listened, forged through and was very patient. **Every person on the One Identity team I have worked with has been very professional, knowledgeable and easy to work with.**

David Calleance
County of Sacramento Calif.
Password Manager

Response was superb. The engineer, Jim, reproduced my issue in a lab system and **responded in 90 minutes with useful info** and follow-up questions.

Steve Ward
Nestle Operational Services Worldwide S.A.
Authentication Services

My issue was a tough one. They identified the problem on the call and **quickly provided a resolution.**

Mary Ann Horton
San Diego Gas & Electric Co
Authentication Services

Even though I was only on trial-license your **support did everything to help me.** That is how you turn a prospect into a customer. Very positive experience.

Dirk Jellese
Hogeschool Inholland
Active Roles 7.1

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 Copell, Texas
Active Roles

One Identity's support site was named an Association of Support Professionals (ASP) "Ten Best Web Support Sites" award winner.



Learn More at [Support.OneIdentity.com](https://support.oneidentity.com)