

# Centrify Premium+ Support

## At-A-Glance

Improve the value of your solutions from Centrify Corporation with Premium+ Support! Increase the productivity of your IT staff with an extended team at Centrify determined to help you succeed and achieve a higher return on your Centrify Investment.

Premium+ Support includes the right combination of Proactive and Reactive support, Training, Annual Health Checks, best practice recommendations and other resources designed to:

- Drive Centrify adoption
- Increase user productivity
- Ensure business continuity and minimize risk

A designated team of trusted advisors who will ensure engagement and success with the Centrify solution deployment and help you get the most out of your purchased products and services, as well as expedite resolutions to obstacles that may be encountered along the way.

## The Premium+ Team

### Technical Account Manager

Centrify Technical Account Managers (TAM) are experienced Centrify Professionals that bring their unrivaled product knowledge, proven skills to help streamline deployments, and help set the strategic direction for solution optimization and growth. They are backed by the entire Centrify organization and provide best practices to minimize any security risks and ensure ROI for your IT investment.



#### Communications

Bi-weekly remote sessions to discuss ongoing projects, business priorities, and maintain a high level of engagement with Centrify. TAM will schedule quarterly visits to understand changes in customer environment and business needs.



#### Project Initiatives

TAM will track new bugs, new product releases, and security vulnerabilities and will proactively notify customer of any changes that may impact its environments. Will serve as the customer advocate for promoting customer interest within Centrify Engineering and Product Management Organizations for future functionality and product roadmap items.



#### Architecture Insight

Regular review sessions to validate plans, configurations, and designs centered around Centrify software and operations.



#### Environment Documentation

Your TAM will ensure that environment details are clearly documented and available to our entire Support team. This minimizes the need for repeated information gathering and speeds up the support process for all your users.



#### Early Access to New Releases

TAM will coordinate and oversee Early Beta Access program of new releases, identifying opportunities to impact future product direction and assist with the testing and validation process.

### Designated Support Engineer

Designated Support Engineers (DSE) are experienced Centrify Support Team members with the highest technical, analytical and communication skills. As your designated Support Engineer, they will work closely with you and the other designated team members to ensure there are no product roadblocks to achieve complete success in deploying and using Centrify.



#### Incident Prioritization

Initial case reviews to ensure proper prioritization. Works closely with Technical Account Manager, Centrify Engineering and Product Management to ensure customer issues are internally being prioritized.



#### Incident Handling & Reviews

All cases are handled by the DSE, helping to build deep knowledge of your deployment that will help speed support case resolution. Proactive case status reports and regularly scheduled meetings are available at your preferred cadence.

## Customer Success Manager

Centrify Customer Success Manager (CSMs) are your trusted guides and advocates at Centrify. They work closely with customers to ensure they are satisfied with the services they are receiving from Centrify.



### Feedback

Your CSM will proactively seek feedback on each stage of the customer lifecycle to gauge satisfaction and align the necessary resources internally to address any dissatisfaction.



### Centrify Resources

Will work closely with the Designated Support Engineer and TAM to identify any additional resource needs to ensure customer success such as training, product expansion needs.



### License and Feature insights

Participates in the quarterly business review meetings along with the other designated team members to review license utilization, product feature adoption and identify paths to progress on the Zero Trust Privilege journey.



### Zero Trust Summit

Four passes to Centrify's Zero Trust Summit, our Annual Customer Event. Speaking opportunities at the Zero Trust Summit to showcase your Centrify deployment to your peers and other industry experts.



### Customer Advisory Board (CAB)

A seat on Centrify's Customer Advisory Board for each Centrify product that you own.

## Professional Services Consultant

As part of Premium+ Support, Annual Operations Health Check combines world class consulting service, field-tested experience and advanced cross-platform expertise of our Professional Services (PS) team to help you maximize the value of your investment with Centrify. Your team will always be up to date on Centrify's latest product capabilities with the 3 included annual training passes. In addition, an annual Health Check with our Professional Services Consultant will ensure that your Centrify environment is optimized and well secured.



### Annual Health Check

Your Professional Services Consultant will conduct a thorough review of your environment and provide performance optimization feedbacks: including recommended configuration changes, upgrades and environmental expansions.



### Playbooks designed to drive ROI

Your PS consultant will document Centrify's recommendations and create a playbook that will act as an optimization project guide for your team. This playbook showcases 85 points of analysis for Architecture, Access and Authorization as well as Administrative Controls.



### Extended Professional Services Consulting

Leverage four days of Professional Services Consulting to assist you with any operational tasks and minimize the exposure of risk based on findings from your Health Check report.



### Education and Training

Three passes to our Public Training Program or Virtual Instructor Led (VILT) training classes are included every year. In addition, to these three annual training passes, your Professional Services Consultant will conduct a full day of real-world Technology Training catered to your Centrify deployment at the end of the Extended Professional Services Consulting.

## Priority Level Definitions

Severity Level	Definitions	Examples
Level 1	<b>Severe Error</b> Production server or other mission- critical system(s) are down and no workaround is immediately available.	<ul style="list-style-type: none"> <li>Requires around-the-clock work until there is a Work Around or Call Remedy that satisfies Customer.</li> </ul>
Level 2	<b>Major functionality is severely impaired</b> Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. Workaround is required.	<ul style="list-style-type: none"> <li>Requires continued work until there is a Work Around or Call Remedy that satisfies Customer.</li> </ul>
Level 3	<b>Partial, non-critical loss of functionality</b> A problem that involves partial, non-critical loss of use of the software for production purposes or development purposes	<ul style="list-style-type: none"> <li>Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.</li> </ul>
Level 4	<b>General usage problem</b> There is no impact to production or other environments.	<ul style="list-style-type: none"> <li>Does not require immediate response and is typically a documentation or configuration question</li> </ul>
Level 5	<b>Feature request</b> There is no impact to production or other environments.	<ul style="list-style-type: none"> <li>Does not require immediate response and is typically considered for implementation in future release of software.</li> </ul>

## Response & Resolution Times

Severity Level	Initial Time to Respond	Vendor Effort Required on Case resolution	Temporary Resolution or Workaround	Vendor Update Frequency to Customer	Final Resolution
Level 1	1 Hour	Requires around-the-clock work until there is a Work Around or Call Remedy that satisfies Customer.	No greater than 2 hours	Hourly unless both parties have agreed to a different frequency.	If temporary workaround is not available and a code change is required, a dedicated escalation engineer will be assigned to work around-the-clock to work on a software fix. The escalation engineer will have 1 week from Centrifly confirming with the customer it is a bug to send a software fix to Customer to ensure proper regression testing.
Level 2	2 Hours	Requires continued work until there is a Work Around or Call Remedy that satisfies Customer.	4 hours	Every 4 hours unless both parties have agreed to a different frequency.	If temporary workaround is not available and a code change is required, a dedicated escalation engineer will be assigned to work around-the-clock to work on a software fix. The escalation engineer will have 2 weeks from Centrifly confirming with the customer it is a bug to send a software fix to Customer to ensure proper regression testing.
Level 3	4 Hours	Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.	When available	Every 48 hours unless both parties have agreed to a different frequency.	Centrifly will have 5 days to provide a Work Around to Customer.
Level 4	24 Hours	Does not require immediate response and is typically a documentation or configuration question.	When available	As work is performed and closed.	Within an average of 15 business days, provide a response to the question raised.
Level 5	24 Hours	Does not require immediate response and is typically considered for implementation in future release of software.	When available	As work is performed and closed.	Within an average of 30 days, provide a statement regarding disposition of the problem.

### Centrify Support Comparison

Support Feature	Standard Support	Premium Support	Premium+ Support
Support Portal Access	●	●	●†
Customer Community	●	●	●†
Product Updates	●	●	●†
Business Hours Support*	●	●	●†
24 x 7 Global Support		●	●†
Best Response Time SLA's available			●
Resolution Commitments			●
Technical Account Manager (TAM)			●
Designated Support Engineer (DSE)			●
Authorized Support Contacts	4	10	unlimited
Customer Success Manager			●
Quarterly Business Reviews			●
Annual Operations Health Check			●
Number of Seats to Classroom Training			3
Extended PS Consulting (Days)			4
Passes to the Zero Trust Summit			4
Seat(s) on the Customer Advisory			1/product
Periodic touchpoint with Support Executive Management for satisfaction			●

\*Business hours for the geographic region of purchase

†These items are provided by your Premium Support and Premium+ offerings are in addition to your Premium Support.

Note: These are standard case response times and not case resolution times. A response means that we will contact you to 1) acknowledge receiving your issue and 2) get any additional information that we will need in order to assist you.

### Service Level Credits

If Centrify fails to meet certain priority levels or response times ("Service Levels"), Centrify shall credit to the Customer performance credits calculated below ("Service Level Credits") in recognition of the diminished value of the Services resulting from Centrify's failure to meet the agreed upon level of performance, and not as a penalty. Service Level Credits will be applied towards additional Premium+ length of service.

Centrify must respond in accordance the applicable Severity Levels & Response Times table above for Priority Level 1 and 2 errors. If Centrify fails to respond within the time in the applicable Severity Levels & Response Times table above, a 5% credit of monthly Premium+ service shall be applied within sixty (60) days from that day of incident. For each additional one (1) hour of no response, an additional 5% credit of monthly Premium+ service is added for each hour that follows. If no response reaches (ten) 10 hours, Centrify shall credit to the Customer an amount equal to 5% of the cost of the annual Premium+ service.

Centrify must provide to the Customer a temporary resolution or work around or correction to the issue in accordance to the Severity Levels & Response Times table above for Priority Level 1 and 2 errors from initial response time. If Centrify fails to provide a resolution or work around in accordance with the applicable Severity Levels & Response Times table above, a 5% credit of monthly Premium+ service shall be provided to the Customer. For each additional one hour of no correction, an additional 5% credit of monthly Premium+ service is added for each one (1) hour that follows. If no correction reaches 10 hours, Centrify shall credit to the Customer an amount equal to 5% of the annual Premium+ service unless both parties are actively engaged in working a resolution as agreed to by the Customer.

All credits and refunds set forth herein are cumulative up to the value of the annual Premium+ service and shall be applied within sixty (60) days from the day of incident and are the responsibility of the customer to initiate.

Our mission is to stop the leading cause of breaches – privileged access abuse. Centrify empowers our customers with a cloud-ready Zero Trust Privilege approach to secure access to infrastructure, DevOps, cloud, containers, Big Data and other modern enterprise attack surfaces. To learn more, visit [www.centrify.com](http://www.centrify.com).

Centrify is a registered trademark of Centrify Corporation. Other trademarks mentioned herein are the property of their respective owners.

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