

CENTRIFY SUPPORT – ELITE

AT-A-GLANCE

Improve the value of your solutions from Centrify Corporation with Elite 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.

Elite Support includes the right combination of Support, Training, Annual Health Checks and other resources designed to:

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

In addition to gaining additional services, support, and education required for your organization to successfully leverage the Centrify Platform, a dedicated team is made available exclusively to Elite Support customers for an enhanced experience. Think of it as having a member of your team embedded within Centrify Support. Your dedicated Centrify team is here to 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 ELITE TEAM

Designated Support Engineer

Designated Support Engineers (DSE) are Centrify Certified Professionals with the highest technical, analytic and communication skills. As your designated Support Engineer, they will convey their passion for delighting customers and help you achieve complete success in deploying and using Centrify.



Incident Prioritization

Initial case reviews to ensure proper prioritization. Proactive collaboration between various Centrify teams as needed to develop technical responses to your issues.



Incident Handling & Reviews

All open cases are carefully monitored until closure, proactive status reports and regularly scheduled meetings are available at your preferred cadence.



Hotline to Product Development

Regular review sessions with Centrify engineering to ensure necessary critical fixes are scheduled and rolled into the proper release cycle.



Environment Documentation

Your DSE 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.

Customer Success Manager

Centrify Customer Success Manager (CSMs) are your trusted guides and advocates at Centrify. They are able to offer your team proven use cases, industry best practices and ongoing consultation to drive adoption.



Recurring Status Calls

Your CSM will conduct regular status calls to review issues, project status and goals. They'll work with you to ensure your systems and solutions are being deployed effectively.



Align Resources

As your primary point of contact, your CSM will coordinate the right resources from our Engineering, Professional Services and Product teams for any potential strategic projects, product feedback and on-going roadmap discussions.



Business Review

Annual site visits by your assigned account team members (your Account Executive, CSM and DSE) to conduct business reviews. Meeting agenda includes assessment of your deployment, new Initiatives, goals and team performance feedback to Centrify.



Centrify Connect

4 free passes to Centrify Connect: our Annual Customer Event. Speaking opportunities at Centrify Connect to showcase your Centrify deployment to your peers and other industry experts.

Professional Services Consultant

As part of Elite Support, **Centrify+** 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 4 days of PS 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

3 passes to our Public Training Program are included every year. In addition, to these 3 annual training passes, your PS Consultant will conduct a full day of real-world Technology Training catered to your Centrify deployment.

CENTRIFY SUPPORT OFFERINGS

Support Feature	Standard Support	Premium Support	Elite Support
Support Portal Access	•	•	•
Customer Community	•	•	•
Product Updates	•	•	•
Business Hours Support*	•	•	•
24 x 7 Global Support		•	•
Designated Support Engineer (DSE)			•
Authorized Support Contacts	4	10	unlimited
Designated Customer Success Manager			•
Quarterly Business Reviews			•
Annual Health Check from Professional Services			•
Number of Seats to Classroom Training			3
Extended PS Consulting (Days)			4
Passes to Centrify Connect			4

*Business hours for the geographic region of purchase

PRIORITY LEVELS & RESPONSE TIMES

Priority Level	Definitions	Examples	Standard Support Response Times	Premium Support Response Times	Elite Support Response Times
Level 1	Severe Error Production server or other mission-critical system(s) are down and no workaround is immediately available.	<ul style="list-style-type: none"> System down. All or a substantial portion of your mission-critical data is at a significant risk of loss or corruption You have had a substantial loss of service Your business operations have been severely disrupted 	4 Business Hours	2 Hours	1 Hour
Level 2	Major functionality is severely impaired Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. Workaround is required.	<ul style="list-style-type: none"> Major system function is unavailable or degraded Repeated failures Error will create intolerable delays if not addressed Issue has halted deployment of product 	6 Business Hours	4 Hours	4 Hours
Level 3	Partial, non-critical loss of functionality 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"> Failure in software component that is non-critical Impaired operations of some components but use of software is possible 	8 Business Hours	6 Hours	6 Hours
Level 4	General usage problem There is no impact to production or other environments.	<ul style="list-style-type: none"> General configuration or usage questions Documentation errors Cosmetic errors 	24 Business Hours	24 Hours	24 Hours
Level 5	Feature request There is no impact to production or other environments.	<ul style="list-style-type: none"> Request for new general product functionality 	24 Business Hours	24 Business Hours	24 Business Hours

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.