

GLOBAL OPERATIONAL SERVICES

24x5 coverage for global companies

When you need the absolute best

For optimal performance and hassle-free day-to-day operations, SecureAuth offers Global Operational Services. It allows you to get the most out of SecureAuth with the minimum amount of time and resources, so that you can focus on what you do best: your business.

Our service is built on 4 principals:

1. Understand you, the customer
2. Provide relevant information
3. Exceed expectations
4. Provide proactive support

With prioritized issue handling and 24/5 access to 3 Operational Services Consultants (OSC) around the world that will be tasked with making sure that everything goes smoothly for you, you can rest assured that you are getting the best protection without any of the hassle.

The operational services consultant

The OSC is effectively having a SecureAuth expert on your payroll to make sure that everything is running at optimally at all times and help is available when you need it.

- **Maximizing your investment** - Providing the right information and setting up clear goals to get the most out of SecureAuth + Core Security
- **Top of the line support** -The OSC will have a clear understanding of your workflow and needs so that the solutions are custom fitted to you and not the other way around.

COMPARISON OF SERVICES OFFERED BY CUSTOMER SUCCESS

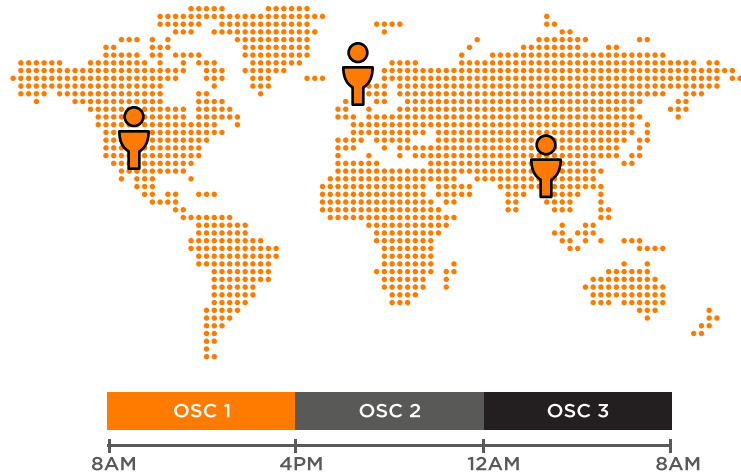
	BASIC SUPPORT	MISSION CRITICAL	OPS SERVICES	GLOBAL OPS SERVICES
Unlimited Access	●	●		
24/7 Support	●	●		
Provide SLAs for Response Time	●	●		
Provide Faster SLAs for Response Time		●		
Provide SLAs for Targeted Resolution Time		●		
Dedicated Technical Support Rep		●		
Assigned Customer Success Manager		●	●	●
History and Status Reports		●	●	●
Prioritized Issue Handling		●	●	●
Monthly and Quarterly Business Reviews		●	●	●
Regular Management Reviews		●	●	●
Annual Invitation to Customer Advisory Board		●	●	●
Quarterly Onsite Visits		●	●	●
Priority Handling for Feature Requests			●	●
Day to Day Operational Needs			●	●
Dedicated Operational Services Consultant			●	●
24/5 OSC Support from 3 OSCs				●

The value of Global Operational Services

- A dedicated Operational Services Consultant is like having an expert on your payroll
- A dedicated OSC team whose success is dependent on your success
- 24/5 access to an OSC
- Track performance through status reports business reviews, and quarterly visits
- Improved system stability, reliability, and overall performance
- Rest easy knowing that you have the absolute best service available

Understand you, the customer

The Operational Services Consultant (OSC) is not only your connection to SecureAuth, but more like having a SecureAuth expert on your payroll. The OSC will have a clear understanding of your systems and needs as well as SecureAuth's capabilities in order to help you get the most out of what we have to offer without any of the hassle in your day-to-day operations.



24/5 personalized OSC support

We understand that every second counts when it comes to your business. With Global Ops Services, you have access to 3 OSCs all across the world (1 in the US, 2 outside of the US), giving you access to an OSC no matter where you are in the world.

Provide proactive support

Any disruption to your business can be stressful for everyone involved. That's why we work to make sure that they don't happen in the first place. With our OSC offering help with your day-to-day operations in addition to our regularly scheduled status reports, business reviews, quarterly visits, and management reviews, we make sure to stay proactive in making sure that you have the best possible experience.

Provide relevant information

We understand that learning, implementing, and running a new solution can be a daunting process. That's why our OSC team will not only be on hand to answer any questions you might have, but be proactive in suggesting possible solutions as well as best practices. Operational Services also offers our End-user Training Toolkit, giving the users a solid foundation to start getting the most out of SecureAuth.

Annual invitation to Customer Advisory Board

Your input is important to us, and by being a SecureAuth Operational Services customer, you'll be a part of our customer advisory board. We'd like you to tell us what we're doing right and where we can improve, helping us to understand your needs even better and shaping the future of SecureAuth.