

PREMIER SUPPORT

Support for a peace of mind

Support that's optimized for you

In order to provide the best level of service you need, SecureAuth is launching a new level of customer support: Premier Support.

Our service is built on 4 principals:

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

With prioritized issue handling, a dedicated Premier Support phone line, and regularly scheduled reviews to make sure you're always running smoothly, you can focus on what really matters: your business.

Get the help you need and maximize your investment

Premier Support adds numerous services that ensure a peace of mind:

- + Less waiting- With faster SLAs for response times and a dedicated phone line just for Premier Support customers, it's easier than ever to get in touch and get help.
- + Maximizing your investment - With regularly scheduled reviews, coupled with history and status reports, you know you're getting the most out of SecureAuth.

COMPARISON OF SERVICES OFFERED BY CUSTOMER SUCCESS

	BASIC SUPPORT	PREMIER SUPPORT	MISSION CRITICAL
24/7 Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unlimited Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide SLAs for Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide Faster SLAs for Response Time		<input type="checkbox"/>	<input type="checkbox"/>
Prioritized Integration Requests		<input type="checkbox"/>	<input type="checkbox"/>
Premier Support Phone Line		<input type="checkbox"/>	<input type="checkbox"/>
Monthly and Quarterly Business Reviews		<input type="checkbox"/>	<input type="checkbox"/>
History and Status Reports		<input type="checkbox"/>	<input type="checkbox"/>
Prioritized Issue Handling		<input type="checkbox"/>	<input type="checkbox"/>
Two Free Seats for Online Training		<input type="checkbox"/>	<input type="checkbox"/>
Two Free Seats for Instructor Led Training			<input type="checkbox"/>
Dedicated Technical Support Rep			<input type="checkbox"/>
Provide SLAs for Targeted Resolution Time			<input type="checkbox"/>
Quarterly Onsite Visits			<input type="checkbox"/>
MCS - Success Manager			<input type="checkbox"/>