

OPERATIONAL SERVICES

When you need the absolute best

For absolutely optimal performance and hassle-free day-to-day operations, SecureAuth offers 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 expectation
4. Provide proactive support

With 24/7 support, prioritized issue handling, and access to an Operational Services Consultant (OSC) 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 like having a SecureAuth expert on your payroll to make sure that everything is running at it's optimal best 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
- 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, saving you time and money.

COMPARISON OF SERVICES OFFERED BY CUSTOMER SUCCESS

	BASIC SUPPORT	MISSION CRITICAL	OPS SERVICES
24/7 Support	●	●	
Unlimited Access	●	●	
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		●	●
Quarterly Onsite Visits		●	●
Dedicated Operational Services Consultant			●
Priority Handling for Feature Requests			●
Day to Day Operational Needs			●
Annual Invitation to Customer Advisory Board			●
End User Training Toolkit			●

The value of Operational Services

- + A dedicated Operational Services Consultant is like having an expert on your payroll
- + An OSC team whose success is dependent on your success
- + 24/7, prioritized issue handling for timely service and a peace of mind
- + 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 both 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.

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.

Exceed expectations

Our goal is to bring you the best possible customer service, and with SecureAuth Operational Services you get the absolute best. We go above and beyond our already exceptional standard customer service which offers 24/7 support, unlimited access, and after-hours support. With regular history and status reports, our dedicated support rep and account manager will make sure that key performance indicators are being met.

Provide proactive support

Any disruption to your business can be stressful for everyone involved. That's 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.

Shorter response times and quicker resolutions

We understand that every second counts when it comes to your business. With **prioritized issue handling**, **prioritized feature requests**, a **dedicated technical support representative**, and **24/7 unlimited after-hours support**, Operational Services lets you rest easy, knowing that help will be there when you need it.

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.

OPERATIONS SERVICES ENGAGEMENT OPTIONS

Purpose-built, based upon customer needs and designed to provide adaptable services for SecureAuth's solutions.

When you need the absolute best

For truly optimal performance and hassle-free day-to-day operations, SecureAuth offers Operations Services. With an **Operations Services Consultant** serving as a SecureAuth expert on your team, Operations Services allows you to maximize return on investment for your SecureAuth solutions with minimal impact on your time and resources. Operations Services allows you to focus on what you do best: your business.

What the Operations Services Consultant (OSC) offers

Operations Services Consultants provide a number of services, including but not limited to:

- **Mentoring services** – Deliver one-on-one training, customized to your requirements, to strengthen and enable your in-house support personnel to better manage the SecureAuth solutions
- **Applications support services** – Work with your in-house IT department to maintain SecureAuth solutions and coordinate ongoing support for SecureAuth applications and technology requirements
- **Migration services** – Provide a best practices approach for seamless transition from the current platform and application data environment to an enterprise environment supported by SecureAuth's solutions
- **Residency services** – Provide dedicated technical consulting services for SecureAuth solution projects and related technical requirements; based on specific, planned and agreed-upon activities
- **Performance services** – Tune the performance of all SecureAuth solutions
- **Optimization services** – Evaluate your business processes to identify workflow solutions to gain efficiencies with use of the SecureAuth solutions, as well as identify means of addressing issues impacting technical infrastructure and related costs

Three engagement models to choose from:



STANDARD OPERATIONS SERVICES

- + Restricted to scheduled time blocks
- + Full-time, part-time, 24x5 and 24x7 options



FLEXIBLE OPERATIONS SERVICES

- + Part-time (10 or 20 hours per week)
- + Flexible scheduling with OSC (3 business days notice)



ON-DEMAND OPERATIONS SERVICES

- + Part-time (10 or 20 hours per week) only
- + Flexible scheduling with OSC (1 business day notice)

Standard Operations Services

Standard Operations Services will be delivered on a daily basis. Standard Operations Services parameters are as follows:

- Delivered based on a restricted block of hours
- Off-hours support can also be pre-coordinated and require a minimum of five (5) business days lead time
- Restricted blocks of hours and the minimum of five (5) business days lead time for off-hours support do not apply to the 24x7 option

Flexible Operations Services

Flexible Operations Services will be delivered on a flexible basis Monday through Friday during your business hours. Flexible Operations Services parameters are as follows:

- Three (3) business days lead time required to coordinate OSC engagement
- Daily maximum of 4 hours for the 10-hour plan
- Daily maximum of 6 hours for the 20-hour plan
- Hours are consumed on a weekly basis (e.g. 2 hours per day option = up to 10 hours to be consumed per week; 4 hours per day option = up to 20 hours to be consumed per week)
- Off-hours support can also be pre-coordinated and require a minimum of five (5) business days lead time

On-Demand Operations Services

On-Demand Operations Services will be delivered on a flexible basis Monday through Friday during your business hours. On-Demand Operations Services parameters are as follows:

- One (1) business day lead time required to coordinate OSC engagement
- Daily maximum of 4 hours for the 10-hour plan
- Daily maximum of 6 hours for the 20-hour plan
- Hours are consumed on a weekly basis (e.g. 2 hours per day = up to 10 hours to be consumed per week; 4 hours per day option = up to 20 hours to be consumed per week)
- Off-hours support can also be pre-coordinated and require a minimum of five (5) business days lead time

Choose the best engagement option that suits you and get the most out of SecureAuth today!

Visit www.secureauth.com to learn more.