

MISSION CRITICAL SUPPORT

Providing the best possible support

SecureAuth is dedicated to bringing you the best possible customer service and making sure that your needs as a customer are met in an efficient and effective way, allowing you to focus on what you do best. That's why we offer Mission Critical Support, a premium support package that gives you access to service that goes above and beyond standard service offerings. Our service is built on 4 principals:

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

With 24/7 support, prioritized issue handling, and access to a Customer Success Manager that will be tasked with making sure that everything goes smoothly for you, so you can go back to focusing on what really matters: your business.

The support team

The Customer Success Manager will be your main point of contact and will be responsible for the following:

- Providing the right information - Providing best-practices and product information as well as making sure that you are up to date with product features.
- Maximizing your investment - Setting up clear goals and other key performance indicators to make sure that we are staying on target.
- Bridging the gap - Being the middle man that is the main connection between SA+CS and the customer, while making sure any escalations are resolved in due time.

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			●
End User Training Toolkit			●

The value of MCS

- A dedicated Customer Success Manager that will not just be a resource but also an advocate at SecureAuth.
- An MCS team who knows your environment and understands your business needs
- Prioritized issue handling to ensure timely service
- Track performance through status reports and business reviews
- Improved system stability, reliability, and overall performance
- Allows you to focus on your business

Understand you, the customer

The Customer Success Manager's job is to understand you, the customer, and your needs. Regularly scheduled reviews with your team allows us to know the challenges you face, and with intimate knowledge of your needs, the Customer Success Manager can make sure that the solution is optimized with your needs in mind.

Provide relevant information

We understand that learning a new product can be a daunting process. That's why our Customer Success Manager will be on hand to provide answers to any questions you might have and offer insights in getting the most out of your investments with SecureAuth.

Exceed expectations

Our goal is to bring you the best possible customer service, and with SecureAuth MCS 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 report 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 regularly scheduled status reports, business reviews, 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, a dedicated technical support representative, and 24/7 unlimited after-hours support, MCS lets you rest easy, knowing that help will be there when you need it.