Delinea

Delinea Premium+ Support

Increase the productivity of your IT staff and achieve a higher ROI with help from a dedicated team of experts at Delinea.

At-A-Glance

Premium+ Support includes the right combination of proactive and reactive support: training, Best Practices Assessment, best practice recommendations and other resources designed to:

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

You will be working with a dedicated team of trusted advisors who will ensure engagement and success with the Delinea solution deployment. They will 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 Premium+ Team

Technical Account Manager

Delinea Technical Account Managers (TAMs) are experienced professionals that bring unrivaled product knowledge and proven skills to help streamline deployments and set the strategic direction for solution optimization and growth. They are backed by the entire Delinea organization and provide best practice recommendations to minimize any security risks and ensure the return on your IT investment.

Communications

TAMs provide regularly scheduled meeting cadence to discuss ongoing projects, business priorities and maintain a high level of engagement with Delinea.

Project Initiatives

TAMs track new bugs, product releases, and security vulnerabilities to proactively notify the customer of any changes that may impact its environments. Will serve as the customer advocate for promoting customer interest within Delinea Engineering and Product Management organizations for future functionality and product roadmap items.

Education and Training

Five eLearning seats per year.

Architecture Insight

Regular review sessions to validate plans, configurations, and designs centered around Delinea software and operations.

Environment Documentation

TAM 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.

Best Practices Assessment

As part of Premium+ Support, the Best Practices Assessment combines world-class service, field-tested experience, and advanced cross-platform expertise of your TAM to help you maximize the value of your investment with Delinea.

TAM will conduct a thorough review of your environment and provide performance optimization feedback including recommended configuration changes, upgrades, and environmental expansion.
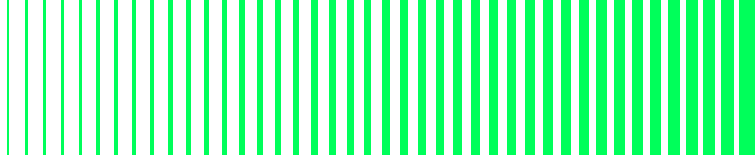
Designated Support Engineer

Designated support engineers (DSEs) are experienced Delinea Support Team members with the highest technical, analytical and communication skills. They will work closely with you and the other designated team members to ensure there are no product roadblocks to achieve complete success in deploying and using Delinea.

Incident Prioritization

Your DSE and TAM will conduct initial case reviews to ensure proper prioritization and work closely with Delinea's Advanced Support team, Engineering, and Product Management to ensure customer issues are addressed quickly.
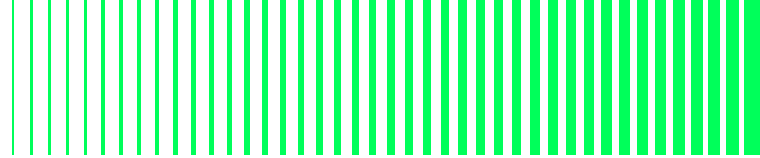
Incident Handling

The DSE, will handle all high priority Support cases and most other cases, helping to build in-depth knowledge of your deployment that will help speed support case resolution. TAMs will conduct regular reviews of Support cases to insure status is progressing and next steps are clearly understood.

Customer Experience Service Offerings

|	CSM	TAM	Premium+
Resourcing	Customer Success Manager	Technical Account Manager	Technical Account Manager Designated Support Engineer
Account Assignment	Business case criteria	Strategic/Enterprise customers Limited to ~5 customers per TAM	Limited to ~5 customers per TAM/DSE
Meeting Cadence	Monthly or Quarterly	Weekly or as needed	• TAM – weekly or as needed • DSE – case-by-case
Strategic Role	Voice of the Customer	• Voice of the Customer • Deep Technical Expertise • Product Subject Matter Expert • Strategic Planning for Deployment	• Voice of the Customer • Deep Technical Expertise • Product Subject Matter Expert • Strategic Planning for Deployment • Rapid Support Case Resolution
Support Cases	• Review Support cases • Review trending information • Escalate cases as needed	• Review Support cases • Review trending information • Point of contact for Support escalations • Provide direction and possible resolution • Help to minimize the need for opening Support cases	• DSE owns Support cases • TAM Reviews Support cases • TAM Reviews trending information • Point of contact for Support escalations • Provide direction and possible resolution • TAM minimizes need for opening Support cases
Product Updates	• Notify of upcoming releases, release dates • Provide a list of known issues for that version (automated)	• Notify and discuss upcoming product release dates • Discuss known issues for that version and potential impact	• TAM will notify and discuss upcoming product release dates • TAM will discuss known issues for that version and potential impact
Product Configuration		• Advocate Best Practices • Review Customer Use Cases • Configuration and Design recommendations	• Advocate Best Practices • Review Customer Use Cases • Configuration and Design recommendations
Feature Requests	Work with Product Management to track FR's	Work with Product Management to track FR's	Work with Product Management to track FR's
Training		Demo product features as requested	Demo product features as requested

Priority Level Definitions

Priority Level	Definitions	Examples
Level 1	**Severe Error** Production server or other mission- critical system(s) are down and no workaround is immediately available.	• Requires around-the-clock work until there is a workaround or call remedy that satisfies Customer.
Level 2	**Major functionality is severely impaired** Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A workaround is required.	• Requires around-the-clock work until there is a workaround or call remedy that satisfies Customer.
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.	• Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.
Level 4	**General usage problem** There is no impact to production or other environments.	• Does not require immediate response and is typically a documentation or configuration question.
Level 5	**Feature request** There is no impact to production or other environments.	• Does not require immediate response and is typically considered for implementation in future release of software.

Response & Resolution Times

Priority Level	Initial time to respond	Vendor effort required on case resolution	Vendor update frequency to customer
Level 1	1 Hour 24/7	Requires around-the-clock work until there is a workaround or call remedy that satisfies Customer.	Hourly unless both parties have agreed to a different frequency
Level 2	2 Hours 24/7	Requires continued work until there is a workaround or call remedy that satisfies Customer.	Every 4 hours unless both parties have agreed to a different frequency
Level 3	4 Hours 24/7	Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.	Every 48 hours unless both parties have agreed to a different frequency
Level 4	24 Hours 24/7	Does not require immediate response and is typically a documentation or configuration question.	As work is performed and closed
Level 5	24 Business Hours	Does not require immediate response and is typically considered for implementation in future release of software.	As work is performed and closed
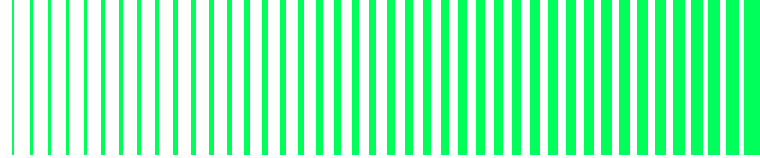
Delinea Support Comparison

Support Feature	Standard Support	Premium Support	Premium+ Support
Support Portal Access	✅	✅	†
Customer Community (Secret Society)	✅	✅	†
Product Updates	✅	✅	†
Business Hours Support*	✅	✅	†
24 x 7 Global Support		✅	†
Best Response Time SLAs available			✅
Technical Account Manager (TAM)			✅
Designated Support Engineer (DSE)			✅
Authorized Support Contacts	15	15	unlimited
Quarterly Business Reviews			✅
Best Practices Assessment Included			✅
Number of eLearning seats per year			5
Periodic touchpoint with Support Executive Management for satisfaction			✅

*Business hours for the geographic region of purchase

†These items are provided by your Premium Support and Premium+ offerings are in addition to your Premium Support.

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.

Client Responsibility

Client understands that Delinea's performance of the Premium+ Support services and delivery of agreed upon Service Level Agreements (SLAs) is partly dependent upon Client's actions, therefore Client agrees to cooperate with Delinea in a timely manner in the resolution of the support case being worked on by the Delinea Technical Support Team. Client will provide all necessary information requested by Delinea Technical Support, including but not limited to access to log files, live troubleshooting, and access to Client personnel such as System Admins needed for troubleshooting the support case and to avoid delays in issue resolution.

Under no circumstance will Delinea be held responsible for missing SLAs due to client delays.

Note: At time of purchase, Premium+ Support service is applicable to the division/company entering the agreement only. For customers interested in having additional agencies/divisions pursue Premium+ Support, please contact Delinea for details.

Delinea

Delinea is a pioneer in securing identities through centralized authorization, making organizations more secure by seamlessly governing their interactions across the modern enterprise. Delinea allows organizations to apply context and intelligence throughout the identity lifecycle across cloud and traditional infrastructure, data, and SaaS applications to eliminate identity-related threats. With intelligent authorization, Delinea provides the only platform that enables you to discover all identities, assign appropriate access levels, detect irregularities, and immediately respond to identity threats in real-time. Delinea accelerates your teams' adoption by deploying in weeks, not months, and makes them more productive by requiring 90% fewer resources to manage than the nearest competitor. With a guaranteed 99.99% uptime, the Delinea Platform is the most reliable identity security solution available. Learn more about Delinea on **LinkedIn**, **Twitter**, and **YouTube**.