

auth<sup>x</sup>

# SUPPORT SERVICES

SUPPORT THAT MOVES AT THE SPEED OF YOUR BUSINESS

In a world where access is everything, AuthX helps enterprises move faster and safer, transforming how users connect to work, securely and seamlessly. Whether you're securing a global workforce, enabling zero trust architectures, or navigating complex compliance landscapes, AuthX delivers modern authentication that works with you, not against you.

But technology is only as strong as the support behind it.

That's why we've built **AuthX Support Services** - a strategic layer of assurance, expertise, and responsiveness that keeps your identity systems resilient, agile, and optimized. From onboarding to optimization, our support plans are designed not just to react, but to anticipate and ensure your teams stay productive, protected, and ready for what's next.

Whether you're deploying AuthX across a thousand users or scaling to millions, we've got your back; so you can focus on moving forward.



## AUTHX CUSTOMER SUPPORT PLANS

Choose the right level of support for your business from foundational assistance to mission-critical, expert-led guidance with AuthX's tiered Customer Support Plans.

	STANDARD	PRIORITY	PREMIUM
Support Access			
Basic Support	24/7	24/7	24/7
Priority Support	-	12/5	24/7
Support Channels	Email, Web & Phone	Email, Web, Phone & Enterprise Chat	Email, Web, Phone & Enterprise Chat
Ticket Assignment	Standard	Priority	Priority
Response Time	Standard SLA	SLA-Based - Within 2 Business hours	SLA-Based - Within 30 minutes
Number of Incidents	Unlimited	Unlimited	Unlimited
Access to Document Center/Knowledge Base	Full Access	Full Access	Full Access
Proactive Monitoring	-	-	Included
Critical Incident Handling	Best Effort During Business hours	Priority Resolution	Immediate Escalation & Priority Resolution
Sandbox Accounts	Limited trial	1 Account	2 Accounts - Business hours Technical Support
Success Services			
Product Roadmap Webinars	Once a year	Twice a year	Four times a year
Account Management	-	Shared Support Pool	Dedicated Customer Success Manager
Technical Expert Help	-	Shared Technical Pool	Dedicated Technical Contact
CSM Meetings	Once a year	Twice a year	Four times a year
Product Updates & Roadmap Offerings	On Request	Priority Access	Immediate/Instant Access
Annual Health Check	-	Once per year	Twice per year
Security Expert Consultation	-	2 consultations per year	4 consultations per year
Executive Briefing @ HQ Annually	On Request basis Availability	Included	Included
Onboarding			
Welcome Content and End User Guides	Yes	Yes	Yes
AuthX Admin Webinars	Yes	Yes	Yes
AuthX Product Training	Standard	Yes	Yes

# UNDERSTANDING THE AUTHX SUPPORT PLAN

## Basic Support

Standard customer support coverage, including access to general troubleshooting and documentation resources.

## Priority Support

Enhanced support with faster response times and prioritized handling of tickets, ensuring quicker resolution of issues. Also, includes additional help from technical staff for managing AuthX.

## Support Channels

Methods available to reach our support team, depending on the support tier. e.g., email, chat, web, phone and enterprise chat (Microsoft Teams)

## Ticket Assignment

Defined process for assigning incoming support requests to appropriate technical experts for timely resolution.

## Response Time

Guaranteed timeframe within which our support team will acknowledge and respond to a support request.

## Number of Incidents

The allowable number of support cases or incidents that can be raised under your support agreement.

## Access to Document Center/Knowledge Base

On-demand access to comprehensive self-service resources, including Product guides, FAQs, and Troubleshooting documentation.

## Proactive Monitoring

Ongoing system monitoring for critical alerts, enabling faster detection and prevention of issues by our technical staff and escalations from AuthX to Customers if required.

## Critical Incident Handling

Specialized response procedures for high-severity issues impacting operations, including escalation protocols and rapid resolution efforts.

## Product Roadmap Webinars

Exclusive webinars offering previews of upcoming features, roadmap insights, and strategic updates from the product team.

## Account Management

Dedicated account manager to ensure alignment with your goals, manage escalations, and provide regular business reviews.

## Technical Expert Help

Access to specialized technical experts for advanced troubleshooting, technical integrations, deployment guidance, and product optimizations.

## CSM Meetings

Regular meetings with your Customer Success Manager to drive adoption, share best practices, and review success metrics.

## Product Updates & Roadmap Offerings

Timely notifications and briefings on new feature releases, product improvements, and long-term roadmap plans.



### Annual Health Check

Comprehensive yearly review of your AuthX implementation, usage, and security posture, with actionable recommendations.

### Security Expert Consultation

Scheduled sessions with AuthX security specialists to assess configurations, address compliance needs, and strengthen overall posture.

### Executive Briefing @ HQ Annually

In-person or virtual strategic session hosted at our headquarters, offering direct access to product leadership and executive insights.

### Welcome Content and End User Guides

Custom onboarding resources designed to help new users get started quickly and make the most of AuthX features.

### AuthX Admin Webinars

Live and recorded sessions tailored for administrators to master configuration, policy management, and feature deployment.

### AuthX Product Training

Structured training sessions to build proficiency across teams, covering core functionality, new features, and advanced capabilities.

### Implementation

Support during deployment of AuthX, ensuring a smooth setup, integration, and go-live process. Packages are based on the level of implementation support required by customers.

## AUTHX SUPPORT CENTERS OF EXCELLENCE

