

Managed Identity Services™

Identity you can trust, managed by experts.



	CORE	PLUS	PRO	PREMIUM	ELITE
SUPPORT					
Product & Solution Support	✓	✓	✓	✓	✓
Continuous Solution Health Monitoring	—	✓	✓	✓	✓
Predefined Annual Maintenance Schedule	✓	✓	✓	✓	✓
Knowledge Base Access	✓	✓	✓	✓	✓
User Community Access	✓	✓	✓	✓	✓
EXPERT SERVICES					
Annual Solution Change Hours	10	30	75	125	175
Strategic Advisory Services	—	—	10	25	50
Discounted SOW Follow-On Services	—	✓	✓	✓	✓
AVAILABILITY					
Support Hours	Monday – Friday 8 AM–5 PM ET (excluding Holidays)	Monday – Friday 7 AM–7 PM ET	Monday – Friday 7 AM– 7 PM ET	Monday – Sunday 7 AM– 7 PM ET	24/7 Support
Support Portal Access	✓	✓	✓	✓	✓
24/7 Priority I & II Support	✓	✓	✓	✓	✓
24/7 Support – All Priorities	—	—	—	—	✓