Why renew maintenance and support?

Spend less time managing product issues and more time getting value from your software

Benefits

- Improve productivity by keeping your product capabilities current
- Protect your network from malware with security updates
- Avoid the hassle and costs of purchasing new releases
- Streamline license management
- Maintain 24x7 access to our support portal for fast answers.

Time is your most valuable asset, and how you leverage it can be critical to the success of your organization. That's why you wisely invested in our software, which delivers dramatic time savings in IT administration. With an ongoing maintenance and support agreement, you can continue to make the best use of your time while taking full advantage of product capabilities and the continual improvements we make.

Simplified Software Updates

Your active maintenance and support agreement ensures you receive the latest major software and firmware releases, security patches and bug fixes. Software, hardware and cloud application features are continually added and enhanced to meet new challenges. And that means you can rest assured you'll always have the current functionality to simplify your IT management tasks. Check for the latest release of your software products.

Centralized License Management

License keys are like passwords. You might have several of them and when you need to find one, it may not be obvious where to look. Your maintenance and support agreement provides you with licensing assistance in case you need to request a new license key, transfer your license to a new machine or merge multiple license numbersm under one key. It's your one-stop shop for all things licensing. Visit the licensing assistance page.

Confirmit
ACE 2019
AWARDS
Achievement in Customer Excellence

Ten Best Web Support Sites
2019
Association of Support Professionals

"Your support staff has been very helpful. Superb communication and effective problem solving makes it unique."

Rani Ninan,
Bell (Canada)

Support features	Standard Support	24x7 Support	Premier Support
Maximum response time for severity Level 1 issues	1 hour	1 hour	30 minutes
Technical support coverage *(product-level based)*	Local hours	24x7[1]	Local hours or 24x7[2]
Online forums, documents, videos and Knowledge Base	•	•	•
Online service request management	•	•	•
Basic how-to and troubleshooting assistance	•	•	•
Latest software/firmware upgrades	•	•	•
Phone support	•	•	•
Email support	•	•	•
Chat support	•	•	•
Faster response times, escalation and resolution			•
Direct access to senior support engineers			•
Designated Customer Success Manager (CSM)			•
Proactive product updates and knowledge sharing			•
Monthly review calls and status reports			•
Single point of accountability to engage One Identity resources			•
Onboarding assistance, enablement and product adoption			•
Proactive prevention of issues and mitigation of risk			•
Advanced Support Engineer assigned to customer[3]			•
On-Site support assistance by arrangement[3]			•

Support is provided in English with local language accommodated when possible. There are some products that require 24x7 Support. See your sales account representative for details.

[1] For severity Level 1 issues, support calls will be handled by regional support teams during local business hours and managed by the global support queue outside those hours.

[2] Technical support coverage determined by the product maintenance contract. Premier Support is provided at the customer level covering all One Identity products.

[3] Included with Premier Plus option

> "The support engineer was great; he quickly identified the problem, made the necessary changes and we were up and running. He did not stop there; after reviewing the logs the next day during a followup call, he found another issue with our configuration and corrected it as well. The system is now running better than it ever has before."

Charles Jaeger,
U.S. Department of Justice

Award-winning Technical Support for Fast Answers

You can't afford to be without expert technical assistance through our highly experienced professionals who are committed to your satisfaction. Our support services ensure quick resolution to issues with:

- A global touch and hold model (one person manages the issue through resolution)
- Highly skilled and certified engineers that are product and domain experts who interact at the customer's skill set
- A robust support portal for quick self-help, 24x7

Renew Today

With a maintenance and support agreement in place, you'll avoid costly outages and loss of productivity and time, so you can focus on more strategic business objectives. Remember, when you renew, you can:

- Download the latest software version and major releases for your product
- Secure your system with bug fixes and patches
- Manage your account and service requests
- Get expert technical support — online, by phone, email and chat
- Manage your licensing and assets as well as request license key assistance

For More Information

- Check for the latest release of your software products
- Visit the licensing assistance page
- Learn more about the benefits from support services

➡ OneIdentity.com/benefitsofrenewing

➡ support.oneidentity.com/contact-us/renewals

About One Identity

One Identity, a Quest Software business, lets organizations implement an identity-centric security strategy, whether on-prem, in the cloud or in a hybrid environment. With our uniquely broad and integrated portfolio of identity management offerings including account management, identity governance and administration and privileged access management, organizations are empowered to reach their full potential where security is achieved by placing identities at the core of the program, enabling proper access across all user types, systems and data. Learn more at OneIdentity.com