



UiPath Enterprise Success

Unlock the value of automation faster across your enterprise with our team of designated experts. Equip your organization to build, run and scale an automation practice that drives your business forward.



Best-in-class advisory and support

Expert automation advisory, tailored to your organization

We understand the challenges of building and running a self-sustaining, value-driven automation program. With **UiPath Enterprise Success**, you can rely on our automation experts to personally guide you to success by identifying the most effective automation solutions to streamline processes, remove roadblocks and drive growth.



Discover the benefits of UiPath Enterprise Success

UiPath Enterprise Success is our most comprehensive support program, providing personalized, proactive assistance for achieving your full automation potential.

Overview



Designated technical and program advisory

A team of experts will guide the development and execution of your automation strategy. They will facilitate the alignment of program objectives to your business goals, provide guidance on technical considerations - such as infrastructure design, access controls and workflow design - and a value-based prioritized road map.



Enterprise-wide adoption planning

Make use of our automation expertise to uncover organization-wide opportunities. Our team will share industry-specific use cases and heatmaps, help identify automation potential across your enterprise, and enable automation champions in your organization.



24/7 support and accelerated SLAs

All issues will be routed with priority to a global team of our most senior support engineers, for the quickest possible resolution.



Preventive care

Receive continuous guidance and support on architecture planning and deployment, platform execution and upgrade processes, as well as personalized information sharing between product and support teams.



Mission-critical support

UiPath product experts will handle critical incidents and perform root cause analysis for high-impact issues.

What's included in UiPath Enterprise Success?



Our program has been designed based on feedback and learnings from thousands of customer engagements. Whether you are starting or scaling your automation journey, our team of experts will offer you the most comprehensive advice on a broad range of topics.

Program and technical advisory				Elevated support
Success planning	Program strategy & value realization	Program operations	Program discovery & democratization	Activities
Customer onboarding	Platform governance & security advisory	Platform infrastructure & maintenance assistance	Professional & citizen developer coaching	Incident support call center
Technical health assessment	Automation program value definition	DevOps planning & implementation advisory	Automation pipeline tooling advisory	Out-of-hours planned support
Quarterly satisfaction survey	Product roadmap & capability advisory	Code design advisory & review	Custom enablement planning	Root cause analysis for urgent incidents
Automation program success planning	Platform strategy & design advisory	Line of Business ingestion advisory	Business evangelism advisory	Accelerated incident support response SLAs
State of the automation program review	Automation program design & structure advisory		Automation pipeline advisory	Expanded incident support windows
Program health assessment	Value management advisory			

Why UiPath Enterprise Success is critical for your strategy

With the increasing complexity of technology and the rapid pace of innovation, it can be challenging to stay ahead of the curve. This is where **UiPath Enterprise Success** comes in, providing quick access to our team of experts who offer comprehensive support adapted to your needs. Our paid tiers are also available in multiple languages, allowing you to receive help in your preferred language*.

Priority Level	Details	Basic	Enterprise Success
Urgent	A major production error within the UiPath Platform that severely impacts platform usage for production purposes, such as the loss of production data or preventing most users from performing business-critical work.	2 hours 24x7	1 hour 24x7
High	An error within the UiPath Platform where the production system is functioning, but at a reduced capacity limiting productivity, preventing a large number of users from performing their tasks, or experiencing interruptions in service.	8 hours 24x5	4 hours 24x7
Medium	A medium-to-low-impact issue that involves partial and/or non-critical loss of functionality for production purposes. For example, a problem impacting a single robot, but allowing most customer operations to continue.		8 hours 24x7*
Low	Low impact error that involves non-critical loss of functionality in production, testing, training, or development scenarios.		2 business days*

*For additional details on SLAs, supported languages and support schedules, please reference the Support Terms and Conditions for all our Support Plans located at <https://www.uipath.com/assets/downloads/support-terms>

As a UiPath customer, you also gain access to the **UiPath Customer Portal**, which grants you full visibility into your support tickets, licensing information, and secure document sharing options.

Get started with UiPath Enterprise Success today →



Contact us today to learn more about accelerating your automation time-to-value with UiPath Enterprise Success, and how we can guide you through every step of innovating with automation.