

# Premier Success Services Offering

## Objectives

The Auth0 Premier Success Services offering is designed to provide Auth0 customers with enablement services, to drive adoption of Auth0 within the customer organization, including architecture reviews, deployment reviews, implementation assistance, knowledge transfer and evangelism of Auth0 within the customer organization at large. This services offering is designed to be delivered post the initial Go-Live Milestone, following and in addition to the initial set of Design and Implementation services delivered by Auth0. This offering will help drive adoption of Auth0 in the customer environment in the most effective way in the shortest period of time.

The Premier Success Services offering includes 24 days of consulting services delivered onsite and remotely. The actual delivery logistics will be agreed upon with the Customer and will depend upon Auth0 and Customer resources availability and time frame. Any number of days of consulting services may be used towards training, upon Customer request.

## Approach and Activities

The following activities are included in the scope of the Premier Success Services offering:

### Consulting (24 Days, delivered onsite)

An Auth0 Solutions Architect (SA) will deliver 24 1-day onsite consulting engagements upon mutual agreement that the pre-requisites for project initiation have been met.

The proposed delivery schedule is as follows:

- For the first three months: 1 day every week
- For the second three months: 1 day every two weeks
- For the next six months: 1 day every four weeks

Activities typically include some of the following, as time allows:

### Architecture Review and Planning Sessions

These Architecture review and planning sessions can be delivered periodically, e.g. quarterly, to make sure that Auth0 understands and works towards implementing Customer business objectives with respect to Identity and Access Management, refining Identity Solution Architecture and the resulting implementation plans as necessary. Auth0 Solutions Architect will meet with Customer Executive Stakeholder to

- Validate Customer Business Objectives with respect to Identity and Access Management.

Auth0 Solutions Architect will further meet with Customer Application Owner, Customer Application Architect and Customer Security Architect to

- Review information about Customer environment, as well as Customer security and identity requirements
- Review architecture design, deployment and configuration roll-out
- Review key architectural design decisions that may affect other implementation details
- Review adoption phases and milestones
- Review training sessions delivery, if applicable

### Enablement and Implementation Assistance

Once an Architecture Review and Planning Session is completed and upon mutual agreement that the pre-requisites for the implementation phase have been met, an Auth0 Solutions Architect will deliver enablement and implementation consulting engagements, typically including the following, as time allows:

- Provide identity management scenario guidance
- Provide pair programming sessions to initiate or continue implementation of the identity solution
- Assist with the implementation solution as needed
- Provide a list of recommendations to take Auth0 deployment to the next level
- Provide knowledge transfer on
  - o Security Principles and Practices
  - o Identity and Access Management
  - o Architecture and Design Best Practices
  - o Automation and Controls
- Provide knowledge transfer on all aspects of product deployment, configuration, and usage
- Provide knowledge transfer on organizational alignment best practices.

### Go-Live Support

The Solutions Architect will support Customer through Go-Live Milestones.

### Deployment Reviews

Additionally, the Solutions Architect will deliver deployment review engagements periodically and after key Go-Live Milestones are achieved. The Deployment Reviews typically include some of the following:

- Review the progress of deployment and configuration roll-out
- Review the adoption phases and milestones achieved
- Review Application configurations and API configurations
- Review Rules and their completeness and consistency

- Review performance of the managed applications
- Review the Dashboard and reports, as needed
- Review Password Policy, Anomaly Detection and other security-related requirements, as needed
- Review regulatory and compliance requirements, as needed
- Review third-party services, as needed
- Provide a list of recommendations to take Auth0 deployment to the next level
- Provide knowledge transfer on all aspects of product deployment, configuration, and usage.

### Lunch-n-Learn Knowledge Transfer Sessions

One of the best practices for the Auth0 engagement model is to provide educational Lunch-n-Learn sessions that can be used to provide knowledge transfer on all aspects of Identity and Access Management in general and the Auth0 approach to Identity in particular to the Customer team already involved in the implementation as well as to invite members from other teams to create awareness and evangelize Auth0 across the Customer organization.

## Training (as necessary)

At Customer request, any number of days of consulting services may be replaced with a Private Virtual Class for up to 8 students. Each Private Virtual Class is delivered over 6 hours, onsite or remotely. The SA will assist with scheduling and delivering training. The description of Virtual Classes is available upon request.

## Pre-requisites and Assumptions

- Customer will have Pre-Production environment replicating Production, with the ability to generate load representative of the load in Production.
- Customer agrees to commit Application Architects and Application Security Architects responsible for the Applications to be managed to work with Auth0 Solutions Architect for the duration of the engagement.
- Customer agrees to commit the appropriate technical resources for the duration of the delivery engagement, including the technical resources with login access to all servers and systems to be configured.
- Customer agrees to assign a Technical Project Manager to be the point person to work with Auth0 Solutions Architect and help coordinate the delivery of Activities.
- Customer agrees to attend regular status review meetings with Auth0 Solutions Architect, as needed.
- Travel and expenses for onsite Activities are included in the price of this offering and will not be billed separately. Remote Activities will be delivered using Zoom.
- The recommendation regarding onsite vs remote services delivery comes from best practices in the field and is of advisory nature only. The actual delivery logistics will be agreed upon with the customer and will depend upon Auth0 and customer resources availability.
- The engagement must be scheduled at least twenty one (21) days in advance.
- Days not used within the twelve months following the date of the full execution of the ordering document with which this services offering description is associated will expire without right of refund.
- The professional services described in this document are provided pursuant to, and governed by, Auth0's Professional Services Terms, as available at <https://auth0.com/legal>.

## Premier Support Add-on and Discount

Customers are able to add-on the Premier Support offering to the Premier Success Services offering. Information about the Premier Support offering can be found here: <https://auth0.com/docs/support#program-features>. The cost of Premier Support offering is 15% of the product subscription value. Including Premier Support with Premier Success adds a discount of 10% on the total services cost.