

IdentityNow Weekend Go-Live Support:

Peace of mind with after-hours support

When preparing for go-live, the SailPoint Professional Services team can provide you with an additional layer of support outside of normal business hours. For clients who require access to SailPoint Support outside of the Monday – Friday 8 a.m. – 6 p.m. timeframe for a one-time event, we give you the option to engage our Support and Professional Services Teams to assist.

Our Go-Live Support offering is staffed with highly skilled IdentityNow Support and Professional Services consultants with experience in a variety of configuration and environmental issues. We will act as a second line of defense to marshal resources and ensure a smooth transition.

Customers with Premium support can open cases and immediately address them with our support team for new capabilities that are being released over the weekend, not just functionality that was already in production.

Go-live support details

The SailPoint Services Team will work with each client team to determine the specified time period for the Go-Live Support. We will coordinate SailPoint resources in advance of the date with a clearly defined communication plan.

Our experienced consultants will be ready to accept your call on the go-live date should any issues arise. Your designated consultant will have full access across multiple IdentityNow teams to drive issues to resolution during this critical juncture.

BENEFITS

- ▶ Get an added layer of after-hours support for critical go-live periods
- ▶ Reduce risks from any unforeseen issues by collaborating with SailPoint experts
- ▶ Submit support tickets outside of business hours for comprehensive coverage of business-critical functionality

We recommend customers schedule the IdentityIQ Go-Live Support **4 weeks prior to the go-live date.**

Please Note: Rule deploys are not supported, even for clients who purchase Weekend Go-Live Support, rule deploys are not covered in the Weekend Go-Live service as there are multiple teams involved in the rule deploy process.

Get access to IdentityNow teams after business hours

- Ability to raise SailPoint IdentityNow Support tickets after business hours for a specified time period (weeknight or weekend)
- Access to four unique IdentityNow Teams to quickly and swiftly collaborate on unforeseen issues that could negatively impact a go-live

Your cloud consultant will engage the following teams after business hours:

- IdentityNow Engineering
- IdentityNow DevOps
- IdentityNow Support
- IdentityNow Professional Services



About SailPoint

SailPoint is the leading provider of identity security for the modern enterprise. Enterprise security starts and ends with identities and their access, yet the ability to manage and secure identities today has moved well beyond human capacity. Using a foundation of artificial intelligence and machine learning, the SailPoint Identity Security Platform delivers the right level of access to the right identities and resources at the right time—matching the scale, velocity, and environmental needs of today's cloud-oriented enterprise. Our intelligent, autonomous, and integrated solutions put identity security at the core of digital business operations, enabling even the most complex organizations across the globe to build a security foundation capable of defending against today's most pressing threats.