

Your Success With Services

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Our Goal is Customer Success



Customer Success at SailPoint

Customer Success Manager

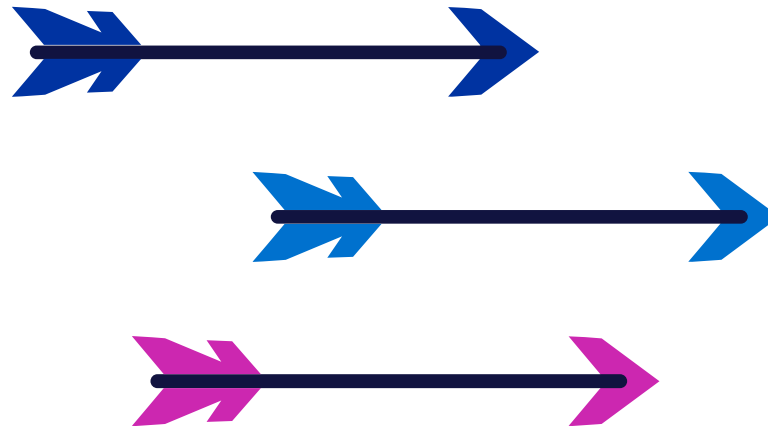
Long term, dedicated resource for each customer

Professional Services

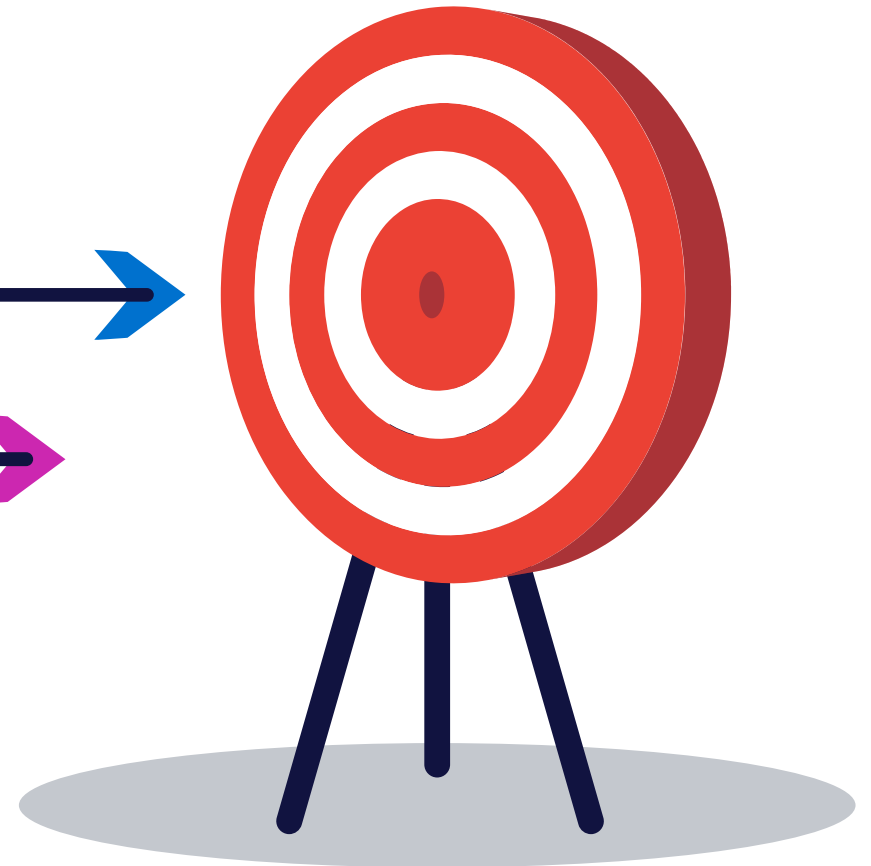
Implements and Consults on all Products, focusing on successful implementations

Support and Training

Ongoing support for break/fix issues and enabling customers to be self-sufficient with Training



Customer Success



Professional Services implements and consults on SailPoint products

Support vs Professional Services

Support

- Included in your annual cost
- Focus on break-fix product issues
- Focus on out of the box

Professional Services

- A paid offering
- Focus on “How to” for installations, deployments, and upgrades
- Configurations
- Enhancements
- Advisory



IdentityNow Support Focus

What is Out of the Box (OOTB) break-fix?

Generally, if IdentityNow stops working without changes to configuration, it is OOTB break-fix. These issues can be caused by external interaction or a product issue, including:

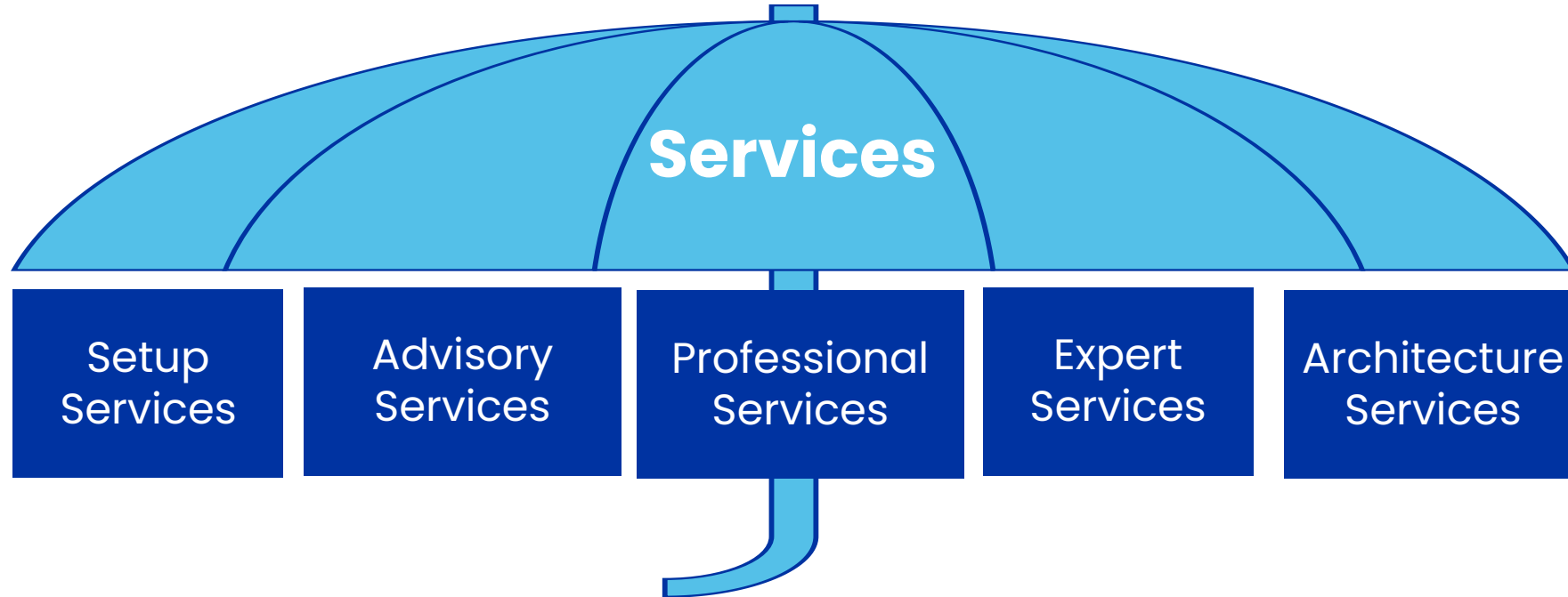
- OOTB rules that are not customized.
- Product issues not previously discovered.
- Issues caused by an update to IdentityNow.
- Exceptions/page load failures on OOTB action buttons or links.
- Certification issues.

Please note that there is crossover between NOOTB/OOTB lists. If in doubt, open a Support ticket.

More Information on IDN support: [What is Supported?](#)

**What does 'out of the box'
mean?**

High-Level of Services Offerings



Professional Services

- Global Team
- SailPoint Certified Resources
- 1,000+ Implementations
- Years of Experience
- Direct SailPoint Team Access

Professional Services

Lead **End-to-end Implementations, Staff Augmentation,** and **Migrations** for all SailPoint Products

Expert Services

Provide on-demand (ad hoc) **Expert Services** on SailPoint knowledge and the health of your system

Setup Services

Ensuring SailPoint customers can show **fast ROI** and start on the right **foundation.**

Advisory Services

Provide **oversight** and **engagement** during customer or **Partner-led Implementations**

Setup Services

Products

IDN

IAI

CIEM

Program Phase

Required for
products listed
above

Complete as soon
as possible

Details

Foundation

- Starting your product journey with the right foundation

Establish Base Connection

- Set up Virtual Appliance (VA)
- Connect to Core Applications (Human Resources, Active Directory, etc.)

Cloud Rule Review

- Review of any cloud rules in the multi-tenant environment

IdentityAI and CIEM

- Advanced Workshops

Advisory Services

Products

IdentityNow
IdentityAI

Program Phase

Ongoing
implementation

Operational
Maintenance

Perfect for projects that are:

- Coming to the end of 1 year of setup services
- Looking to accelerate their deployment (onboarding more applications)
- Working with partners but need guidance, operational assistance, and additional, hands-on help
 - Desire a predictable cost model

Traditional Professional Services

Products

All Products

Program Phase

New or Ongoing
implementation

Perfect for clients who:

- Have finished Setup Services and are looking to implement their use cases OR are already live and want to expand functionality
- Have a defined scope of work they want completed
 - Invoiced Monthly
- Want a consistent project team to guide their implementation
 - Are NOT working with a partner

Expert Services

Products

All Products

Program Phase

Post-Go live

Ongoing
implementation
solo or with partner

Perfect for clients who:

- Are live in production and need occasional “phone a friend” assistance or guidance
- Have small projects (eg, a new connector or a new workflow) they need to pass off to have completed
- Are working on their own or with a partner to implement functionality and need some backup assistance or expert support
 - Have smaller to mid-sized budgets
 - Pre-paid – use or lose

Architecture Services (Identity CheckUps)

Products

IdentityNow
IdentityIQ

Program Phase

Post-Go live
Operational/Maintenance

Perfect for clients who:

- Have recently gone live
- Are getting ready to embark on implementing new functionality or an upgrade
 - Want their implementation reviewed
- Have a new director or team looking to get to know what they have implemented and how to improve
 - Are experiencing performance issues

Services for every phase of your Identity Program



Implementation Approach



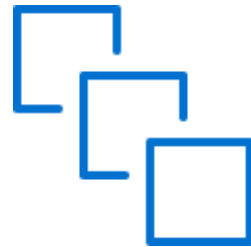
Collaborative Team

Clients, Partners, SailPoint



Phased Approach

Deliver tangible results early with ongoing incremental successes



Focus on Business Results

Identify potential issues quickly while meeting business objectives



Governance Oversight

Experienced SailPoint team backing world-class partners

Traits of Successful Projects



Executive Prioritization

Ownership of the success of the solution and can help break internal blockers to keep moving forward



Platform Ownership

Customers have a dedicated technical team that is trained and takes ownership of the platform/solution



Don't Boil the Ocean

Multiple, iterative releases that build on past successes and expand the scope and delivery of the solution



Speed is based on Engagement

The speed of the project is based on the level of engagement and dedication from customers

Plan for Success

If you want ongoing help and best practices with your implementation, what is the best channel?

Expert Services | Advisory Services | Support

If you know that you need ad-hoc help with a configuration, what is the correct channel?

Expert Services | Advisory Services | Support

**If you want to get help for
something that is broken in the
core product?**

Expert Services | Advisory Services | Support



Thank You!