



RapidIdentity Cloud Support Plans

Identity Automation provides world-class support as part of a customer’s subscription or license agreement. Customers are entitled to incident support for all issues relating to the logic configuration of their RapidIdentity Cloud implementation, along with the ability to submit feature requests. Identity Automation offers multiple support plans to meet your organization’s needs.

All plans receive a minimum 15 minute response time during normal support hours. Plans with 24x7 emergency support receive a minimum 15 minute response time for after hours emergency issues.

Feature	Basic	Advanced	Pro	Enterprise
Help Center				
6am/6pm CT Email, Phone Support				
24x7 Email, Phone Emergency Support				
Annual Health Checks		1	2	2
Professional Service Hours			20	40
Technical Account Manager				

RapidIdentity support is included with all implementations and provides a breadth of features and resources, including:

SUPPORT COMMUNITY ACCESS

Your go-to place for all your support needs, including access to: FAQs, product guides, training videos, log cases to support, view/update cases, support customer community, product errata, and feature request submission.

COMMITMENT TO EXCELLENCE

As the Digital Identity Platform for Education, we have a strong commitment to excellence in SaaS delivery. Our DevOps and Security teams are staffed by highly-trained experts that use industry best practices for:

- Change Management
- Alerting, Monitoring, and Logging
- Data Security
- System Patching
- Continuous Improvement

We pride ourselves in our commitment to delivery excellence. Please [visit this link](#), to request a copy of our latest SOC-2 report. The SOC-2 report provides detailed information about all of our Service Provider controls. The SOC-2 report is compiled and audited by a third-party that can attest to the quality of our controls.

Please review our Master Subscription Agreement Terms and Conditions for details of our contractual commitments to security and uptime.

ANNUAL HEALTH CHECK

With all premium plans, our support professionals will schedule a proactive annual health check to ensure you maintain the quality of your implementation and stay current with industry standards and our documented best practices. For example, reviewing delegations and workflows.

PROFESSIONAL SERVICE HOURS

Your environment, data, and processes are dynamic and likely to change over time. As part of our Professional and Enterprise plans, you will receive access to our world-class Professional Services team to help update your implementation, so that your solution always stays up-to-date.

TECHNICAL ACCOUNT MANAGER

With the complexity associated with Enterprise implementations, we understand that support continuity is paramount to the success of supporting you and your solution. As such, for Enterprise support, we offer a named Technical Account Manager that will be your consistent point of contact for Support.



**IDENTITY
AUTOMATION**

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