

Silverfort customer success and support

Maximizing your Silverfort investment for better security outcomes with less work

Our mission

We are committed to our customers' getting the most out of their investment in Silverfort.
We believe that when you succeed, we succeed.

Your success is our priority

To drive the business and technical outcomes that matter most to you, customer success will provide deployment assistance and be your trusted advisor throughout your customer journey. Imparting best practices, we help accelerate product adoption and certify business value.

Customer success and support packages

Our success packages are tailored to meet the complexities of your environment, guaranteeing the delivery of essential services necessary for accomplishing your business objectives.

Silverfort Support and Success Offerings

FEATURES	STANDARD	PREMIUM	DIAMOND
ONBOARDING			
Kick-off call	✓	✓	✓
Sizing and architecture	✓	✓	✓
Deployment	MFA for 2 use cases	Personalized	Personalized
Training	Silverfort Academy	Silverfort Academy	Silverfort Academy and Custom Training
Business outcome alignment	Once during onboarding	Semi-annual	Quarterly
SUPPORT			
Coverage	Standard business hours (P1 24x7)	Standard business hours (P1 24x7)	Standard business hours (P1 24x7)
Support method	Email, online	Email, phone, online	Email, phone, online
Priority case management			✓
Support portal (knowledge base, case submissions)	✓	✓	✓
P1 Response time 24x7	2 hours	2 hours	1 hour
P2 Response time	10 hours	8 hours	6 hours
P3 Response time	2 days	24 hours	12 hours
P4 Response time	5 days	3 days	24 hours

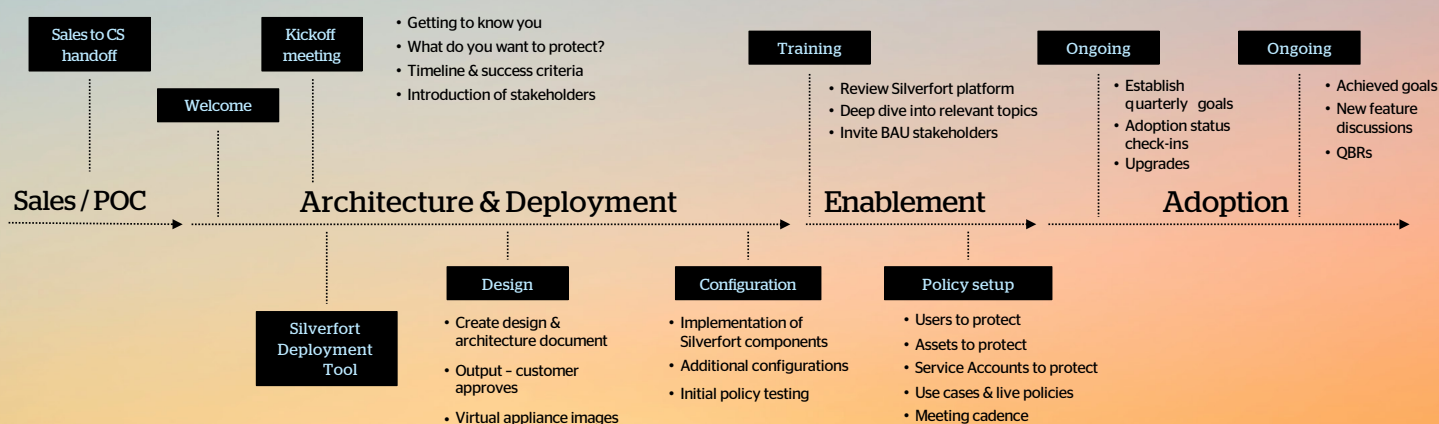
Silverfort Support and Success Offerings

FEATURES	STANDARD	PREMIUM	DIAMOND
ACCOUNT RESOURCES			
Customer success services	Shared resource	Named customer success manager	Named customer success manager
Technical resource	Shared resource	Named customer success specialist	Named customer success specialist
Engagement with success manager		Every other week	Weekly
Exclusive enhancements			✓
ACCOUNT SERVICES			
Customized workshops, policies, service accounts, reporting			✓
Annual health check			✓
Operational and maintenance communication	✓	✓	✓
Business review		Semi-annual	Quarterly
Product roadmap sessions	Cohort webinars	Yearly	Yearly
Threat hunting	Add-on	Add-on	Add-on

"Working closely with the Silverfort team, we were quickly able to onboard and get the results with the solution right away. I've got to congratulate Silverfort on their customer onboarding."

Trevor Rowley, Managing Director of Optix

Your Success Journey with Silverfort



We've got your back

Our global team is always on. With our team of reliable advisors at your service around the clock, every day of the year, we guarantee that you are in safe and capable hands. To secure ongoing success for your organization, we customized our success packages to align precisely with your unique requirements.

For more information, please contact your Account Executive or email success@silverfort.com.