

ForgeRock Success Packages

Achieve the business outcomes you require from your identity solution

Drive Results Through Identity

Organizations are under constant pressure to achieve great things through the online digital experience. Ensuring customer satisfaction and employee productivity through secure, seamless user journeys has risen to the top of every enterprise's priority list.

But it's not always easy to keep pace with the latest innovations and market shifts, while remaining confident that your technology investment is delivering on its promised results.

In the past, organizations could deploy technology and assess its value over time. But in today's hyper-competitive environment, by the time results are measurable, course corrections can be challenging, time-consuming, and often too late.

ForgeRock Success Packages are partnership relationships that include a number of elements — expertise, support, scheduled interactions — all designed to help maximize the chances of achieving the desired outcomes and improving overall satisfaction with your ForgeRock solution.

Your ForgeRock Customer Success team member(s) become an extension of your team. They consult with you on business and technology requirements to help you get the most out of your investment in the ForgeRock Identity Platform.

Features



Customer Success Teams

Leverage ForgeRock insider(s) to help achieve your business and technical goals.



Support

Gain peace of mind with response times and support engineer(s) prepared to address your most pressing challenges.

Key Benefits



Achieve Desired Outcomes

Align your technology investment to your strategic goals, measure and rapidly adapt as needed.



Gain the Inside Track

Understand future upcoming releases and have input into the process.



Boost Operational Efficiency

Develop your identity team's skills to help you quickly adapt to changing situations.



Services

Have ForgeRock experts at the ready to ensure your solution is working exactly as intended.



Build Your World Class Team

Close the knowledge gap with discounted training and build the critical skills you need for today - and into the future.

Our Success Packages

ForgeRock Success Packages are all about making your organization successful — however you define that. Since identity is not static but ever-changing, we focus on helping you leverage your investment to achieve what you need from it. Then we partner with you on an ongoing basis to understand your business so you can proactively take advantage of opportunities as they come along.

Subject to Change Without Notice

	Base	Select	Premium
Customer Success			
<i>(Stated Timeframes are for Guidance Purposes Only)</i>			
Named Customer Success Resource		✓ (CSAM)*	✓ (CSOM)*
Pulse Cadence	Quarterly	Quarterly	Twice Monthly
Success/Milestone Alignment		Yearly	Quarterly
360 Executive Briefing	Yearly	Yearly	Twice Yearly
Innovation & Roadmap Sessions		Yearly	Twice Yearly
Value Unlock Forum			Yearly
Support			
Priority Response Times			
P1	4 hours	2 hours	1 hour
P2	8 hours	4 hours	2 hours
P3	24 hours	8 hours	4 hours
P4	48 hours	24 hours	24 hours
Availability: Web, Phone Support and Phone Escalation	12x5	24x7	24x7
Services			
Configuration/Implementation Review			Annually
Professional Advisory Services Hours			20% Discount
Training			
Training All Access Subscription		20% Discount	50% Discount
Skills Assessment from ForgeRock University			✓

**Your ForgeRock Customer Success Account Manager (CSAM) or Customer Success Outcome Manager (CSOM) acts as your trusted advisor and advocate, and serves as your defined contact within the ForgeRock organization.*

To learn more about ForgeRock Services, talk to your ForgeRock Account Manager or Authorized Partner, or visit www.forgerock.com/success

About ForgeRock

ForgeRock®, (NYSE: FORG) is a global leader in digital identity that delivers modern and comprehensive identity and access management solutions for consumers, employees and things to simply and safely access the connected world. Using ForgeRock, more than 1300 global customer organizations orchestrate, manage, and secure the complete lifecycle of identities from dynamic access controls, governance, APIs, and storing authoritative data – consumable in any cloud or hybrid environment. The company is headquartered in San Francisco, California, with offices around the world. For more information and free downloads, visit www.forgerock.com.

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