



Okta Enhanced Support Service

Innovate provides regular health checks to ensure your Okta platform operates at its best.

The Innovate team enhances your internal support team with decades of Okta expertise. Our support service is provided by our Okta certified and accredited team. We are an escalation point to resolve incidents and problems quickly. We hold service reviews aimed at improving overall security, effectiveness, and stability of your identity service.

		Enhanced Support Service
Day to Day	Incident Management – Platform	✓
	Incident Management - Integrations	✓
	Problem Management	✓
	Platform Support	✓
	Vendor management (escalations)	✓
Quarterly	Health check	✓
	Service Reporting	✓
	New features and recommendations – Roadmap	✓
Optional	2 nd Line Support training	✓

1. Frictionless incident and problem resolution as we partner our service operations teams.
2. Industry certified and accredited team enabling service availability and insurance.
3. Escalation route for vendor support management for quicker vendor support resolutions.
4. An extension of your service operations team providing holiday, sickness, staff shortages cover.
5. Establish a professional services engagement route to our architects and engineers, for ad-hoc integrations.

Key Focus Areas Of The Enhanced Support Service



Incident and Problem Management



Our support staff have a broad and deep knowledge of Okta, cloud, and integrated applications and are adept trouble-shooters which typically results in fast incident resolution. This results in a first time fix for the majority of incidents raised by our customers. Our team can communicate with Okta Support directly and work with them to resolve platform issues. We will also work with third-party application vendors to investigate and resolve issues related to their products and your Okta platform as required.

Incident Priority	Response Time (Hours)	Target Service Restoration Time
1	1 (during core hours)	4 hours
2		8 hours
3		24 hours
4		5 days
Core Hours		Support Hours
Mon-Fri (excluding UK Bank Hols)		09:00 - 17:00 (GMT)

Health Checks



Platform Health:

- Application errors (outstanding tasks);
- Recommended configurations or security policy changes based on Okta or industry best practices;
- Review of dashboard notifications, highlighting any that need attention.

Usage:

- User statistics (active and inactive users, logins etc) over the last month and trending to previous report;
- Suspicious activity;
- Logins by geographical location.

New Features:

- Keep up to date with Okta improvements and new features, Innovate will make appropriate recommendations.

Availability, Incident and Problem:

- A summary of any incidents, resolution applied and resolution time during the reporting period and their status;
- A summary of any problems that were handled during the reporting period and their status.

Service Reviews



Innovate provides the customer with a quarterly service review. We review service performance and discuss service improvements, using our wealth of knowledge of the Okta products. As an Okta Amplify Service Delivery Partner, we are well placed to inform you of up-coming features.