

# DIGICERT® PREMIUM SUPPORT




Dedicated Premium Client Manager supporting your strategic goals

## Overview

DigiCert® Premium Support pairs preferential service levels with a Premium Client Manager, a dedicated point of contact for driving strategic success with your digital trust initiatives.

Premium Client Managers bring together DigiCert's deep knowledge and expertise in industry standards, compliance, and best practices in certificate lifecycle management with client-focused communication, incident response, and oversight of project initiatives.

This comprehensive Premium program provides customers with:

-  A trusted advisor and advocate
-  Proactive account management
-  Continuous oversight and adaptation to change

## Key support features

**Strategic planning** that brings together deep knowledge of your enterprise environment with regular communication about product roadmaps, new features, industry compliance changes, and account service levels and utilization.

**Incident resolution** with a single point of contact for monitoring, escalating, and delivering post-incident updates with root cause analysis.

**Project coordination** for account objectives such as migration, new feature adoption, and standing up new CAs or implementing custom certificates.

## Testing environments

Premium Support customers also gain access to DigiCert testing environments for evaluating new features and product releases or undertaking proof of concept testing for new use cases.

STRATEGIC PLANNING	INCIDENT RESOLUTION	PROJECT COORDINATION
<ul style="list-style-type: none"> <li>• Client environment</li> <li>• Roadmap reviews</li> <li>• SLA reports</li> <li>• Feature requests</li> <li>• Industry and compliance changes</li> <li>• Account usage with over/under utilization reports</li> </ul>	<ul style="list-style-type: none"> <li>• Coordination &amp; updates</li> <li>• Case escalation</li> <li>• Post-incident updates with root cause analysis</li> <li>• Support case reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Cross-functional communication within DigiCert</li> <li>• Account migration</li> <li>• New feature adoption</li> <li>• Key ceremonies</li> <li>• New CAs and custom certificates</li> <li>• API adoption</li> </ul>

## Responsive, cross-functional coordination

Premium Client Managers are tightly connected with our support and validation teams and have a comprehensive grasp of incident impact and industry changes on client environments. PCMs are able to rapidly engage appropriate resources across DigiCert internal functional groups in order to drive optimal outcomes.

## Insights from DigiCert’s leadership in digital trust

Premium Client Managers draw on DigiCert’s leadership in the 15+ security and industry standards bodies that are defining digital trust for their members and regions. PCMs are skilled in audit discovery and management and can map industry changes in compliance standards to customer operations.

## Priority service levels

Premium Support customers benefit from the highest service levels for availability, delivery, and response.

	STANDARD	BUSINESS	PREMIUM
<b>Support Availability</b>	24 hours / 5 days	24 hours / 5 days	24 hours / 7 days
<b>Self-Service Tools</b>			
DigiCert Documentation	✓	✓	✓
DigiCert Support Knowledge Base	✓	✓	✓
DigiCert Status & Certificate Tools	✓	✓	✓
DigiCert Developer Portal	✓	✓	✓
<b>Order Validation Processing</b>			
Priority Queue			✓
Processing Priority	In order received	In order received	Initiated within 24 hours (M-F)
<b>Support Access Methods</b>			
Chat (Email or phone required for DigiCert ONE inquiries)	✓	✓	✓
Email	✓	✓	✓
Phone		✓	✓
<b>Expected Hold Time</b>			
Chat	In order received	5 minutes	2 minutes
Email	In order received	24 hours	8 hours
Phone		5 minutes	2 minutes
<b>Severity Level Response Time</b>			
Severity 1 (requires phone call to DigiCert)		1 hour	30 minutes
Severity 2		6 hours	2 hours
Severity 3		24 hours	8 hours
Root Cause Analyses (RCAs) and review			✓
<b>Premium Features</b>			
Premium Client Manager			✓
Monthly Strategic Planning			✓
Online Training			✓
DigiCert ONE Testing Environment			✓

## Get started today

To get started with DigiCert® Premium Support, please contact your account manager or email [sales@digicert.com](mailto:sales@digicert.com).

## About DigiCert, Inc.

DigiCert is the world’s leading provider of digital trust, enabling individuals and businesses to engage online with the confidence that their footprint in the digital world is secure. DigiCert® ONE, the platform for digital trust, provides organizations with centralized visibility and control over a broad range of public and private trust needs, securing websites, enterprise access and communication, software, identity, content and devices. DigiCert pairs its award-winning software with its industry leadership in standards, support and operations, and is the digital trust provider of choice for leading companies around the world. For more information, visit [digicert.com](https://digicert.com) or follow [@digicert](https://twitter.com/digicert).