Delinea

Delinea Premium+ Support

Increase the productivity of your IT staff and achieve a higher ROI with help from a dedicated team of experts at Delinea.

At-A-Glance

Premium+ Support includes the right combination of proactive and reactive support: training, Best Practices Assessment, best practice recommendations and other resources designed to:

- Drive Delinea adoption
- Increase user productivity
- Ensure business continuity and minimize risk

You will be working with a dedicated team of trusted advisors who will ensure engagement and success with the Delinea solution deployment. They will help you get the most out of your purchased products and services, as well as expedite resolutions to obstacles that may be encountered along the way.

The Premium+ Team

Technical Account Manager

Delinea Technical Account Managers (TAMs) are experienced professionals that bring unrivaled product knowledge and proven skills to help streamline deployments and set the strategic direction for solution optimization and growth. They are backed by the entire Delinea organization and provide best practice recommendations to minimize any security risks and ensure the return on your IT investment.

Communications

TAMs provide regularly scheduled meeting cadence to discuss ongoing projects, business priorities and maintain a high level of engagement with Delinea.

Project Initiatives

TAMs track new bugs, product releases, and security vulnerabilities to proactively notify the customer of any changes that may impact its environments. Will serve as the customer advocate for promoting customer interest within Delinea Engineering and Product Management organizations for future functionality and product roadmap items.

Education and Training

Five eLearning seats per year.

Architecture Insight

Regular review sessions to validate plans, configurations, and designs centered around Delinea software and operations.

Environment Documentation

TAM will ensure that environment details are clearly documented and available to our entire support team. This minimizes the need for repeated information gathering and speeds up the support process for all your users.

Best Practices Assessment

As part of Premium+ Support, the Best Practices Assessment combines world-class service, field-tested experience, and advanced cross-platform expertise of your TAM to help you maximize the value of your investment with Delinea.

TAM will conduct a thorough review of your environment and provide performance optimization feedback including recommended configuration changes, upgrades, and environmental expansion.

Designated Support Engineer

Designated support engineers (DSEs) are experienced Delinea Support Team members with the highest technical, analytical and communication skills. They will work closely with you and the other designated team members to ensure there are no product roadblocks to achieve complete success in deploying and using Delinea.

Incident Prioritization

Your DSE and TAM will conduct initial case reviews to ensure proper prioritization and work closely with Delinea's Advanced Support team, Engineering, and Product Management to ensure customer issues are addressed quickly.

Incident Handling

The DSE, will handle all high priority Support cases and most other cases, helping to build in-depth knowledge of your deployment that will help speed support case resolution. TAMs will conduct regular reviews of Support cases to insure status is progressing and next steps are clearly understood.

Customer Experience Service Offerings

	DSE Only	TAM Only	Premium+ (TAM + DSE)
Resourcing	• Designated Support Engineer (DSE). • Assigned to a limited number of accounts	• Technical Account Manager (TAM). • Assigned to strategic accounts	• TAM and DSE assigned jointly to account
Meeting Cadence	• Case based interaction. • Leads regular case reviews. • Assist & Participates in QBRs	• Weekly or as needed. • Leads strategic sessions • Assist & Participates in QBRs	• TAM drives strategic sessions • DSE joins QBRs and leads case reviews
Strategic Role	• Deep technical expertise • In-depth knowledge of account architecture & goals • Specialized in product use cases	• Voice of customer • Strategic planning & deployment • Product SME • Trend analysis	• Combines TAM's strategic vision with DSE's in-depth technical execution
Support Case Ownership	• Owns most cases (P1–P4) • Performs initial case triage • Leads troubleshooting & resolution • Guides other support engineers • Escalates as needed	• Monitors support trends • Escalates strategically • Not the case owner	• DSE owns cases and coordinates with TAM for escalation visibility and customer alignment
Incident Management	• Owns all major incidents during regular hours • Supports non-major incidents with oversight • Ensures priority escalations reach Advanced Support and/or Engineering	• Stays informed on incident status • Escalates high-impact issues • Aligns incident communication with customer goals	• DSE leads resolution • TAM manages communication and business impact
Proactive Case Management	• Leads regular ticket reviews • Prioritizes issues accurately • Tracks case progress • Engages cross-functional teams	• Reviews trending data • Identifies recurring issues • Escalates chronic problems	• Joint monitoring and prioritization across business and technical lenses
Environment Familiarization	• Documents environment details • Understands customer setup & goals • Enables faster, contextualized support • Reduces repetitive info gathering	• Documents environment details • Understands customer setup & goals • Reduces repetitive info gathering	• TAM references documented environment • DSE maintains accuracy for efficient case handling
Product Updates	• Case based updates for related bug fixes.	• Notifies customers of upcoming releases • Explains potential impact • Tracks regressions	• TAM leads comms • DSE provides technical input and impact assessment
Product Configuration	• Advises on technical design decisions • Reviews customer configurations • Ensures scalability and stability	• Conducts Best Practice Assessments (BPAs) • Reviews use cases • Guides strategic alignment	• DSE and TAM jointly guide design and strategic use
Feature Requests	• Provides technical rationale and use case context to Product team for related cases.	• Works with Product Management to prioritize requests	• Joint effort: TAM drives prioritization; DSE provides technical justification
Training & Enablement	• Targeted case based show and tells during troubleshooting	• Demos product features	• Full TAM enablement • Opportunity for 5 people to earn one expert-level technical certification (Delinea Platform or Secret Server On-Premises)
How to reach us	Work with your Account Team for any ongoing day-to-day questions or needs. If you have Technical Support issues, please continue to follow our recommended best practices for working with Support which can be found at support.delinea.com.		

Priority Level Definitions

Priority Level	Definitions	Examples
Level 1	**Severe Error** Production server or other mission-critical system(s) are down and no workaround is immediately available.	• Requires around-the-clock work until there is a workaround or call remedy that satisfies Customer.
Level 2	**Major functionality is severely impaired** Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. A workaround is required.	• Requires around-the-clock work until there is a workaround or call remedy that satisfies Customer.
Level 3	**Partial, non-critical loss of functionality** A problem that involves partial, non-critical loss of use of the software for production purposes or development purposes.	• Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.
Level 4	**General usage problem** There is no impact to production or other environments.	• Does not require immediate response and is typically a documentation or configuration question.
Level 5	**Feature request** There is no impact to production or other environments.	• Does not require immediate response and is typically considered for implementation in future release of software.

Response & Resolution Times

Priority Level	Initial time to respond	Vendor effort required on case resolution	Vendor update frequency to customer
Level 1	1 Hour 24/7	Requires around-the-clock work until there is a workaround or call remedy that satisfies Customer.	Hourly unless both parties have agreed to a different frequency
Level 2	2 Hours 24/7	Requires continued work until there is a workaround or call remedy that satisfies Customer.	Every 4 hours unless both parties have agreed to a different frequency
Level 3	4 Hours 24/7	Does not require immediate action and is typically corrected by putting a fix into the next software/code maintenance release.	Every 48 hours unless both parties have agreed to a different frequency
Level 4	24 Hours 24/7	Does not require immediate response and is typically a documentation or configuration question.	As work is performed and closed
Level 5	24 Business Hours	Does not require immediate response and is typically considered for implementation in future release of software.	As work is performed and closed

Delinea Support Comparison

Support Feature	Standard Support	Premium Support	Premium+ Support
Support Portal Access	✓	✓	†
Customer Community (Secret Society)	✓	✓	†
Product Updates	✓	✓	†
Business Hours Support*	✓	✓	†
24 x 7 Global Support		✓	†
Best Response Time SLAs available			✓
Technical Account Manager (TAM)			✓
Designated Support Engineer (DSE)			✓
Authorized Support Contacts	15	15	unlimited
Quarterly Business Reviews			✓
Best Practices Assessment Included			✓
Number of technical certification seats per contract (Delinea Platform or Secret Server On-Premises)			5
Periodic touchpoint with Support Executive Management for satisfaction			✓

*Business hours for the geographic region of purchase

†These items are provided by your Premium Support and Premium+ offerings are in addition to your Premium Support.

Note: These are standard case response times and not case resolution times. A response means that we will contact you to 1) acknowledge receiving your issue and 2) get any additional information that we will need in order to assist you.

Client Responsibility

Client understands that Delinea's performance of the Premium+ Support services and delivery of agreed upon Service Level Agreements (SLAs) is partly dependent upon Client's actions, therefore Client agrees to cooperate with Delinea in a timely manner in the resolution of the support case being worked on by the Delinea Technical Support Team. Client will provide all necessary information requested by Delinea Technical Support, including but not limited to access to log files, live troubleshooting, and access to Client personnel such as System Admins needed for troubleshooting the support case and to avoid delays in issue resolution.

Under no circumstance will Delinea be held responsible for missing SLAs due to client delays.

Note: At time of purchase, Premium+ Support service is applicable to the division/company entering the agreement only. For customers interested in having additional agencies/divisions pursue Premium+ Support, please contact Delinea for details.

Delinea

Delinea is an identity security platform governing what AI agents, humans and machines can do, and for how long. Just-in-time authorization extends privileged access management from access to action, cutting standing privilege across on-premise, multi-cloud and ephemeral infrastructure. Its platform scores identity risk and keeps access decisions auditable. Over 9,000 organizations, including two-thirds of the Fortune 100, rely on Delinea. Learn more at **delinea.com.**

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