KEYFACTOR

Your journey to success with Keyfactor solutions and services

A look at the customer experience from delivery and guided onboarding to ongoing customer success and support.

95%
Average retention

44 Great
Net promoter score

90%
Customer satisfaction score

At Keyfactor, we are passionate about our customer's journey to success. We've created a best-in-class service portfolio designed to deliver an exceptional experience from project kickoff to ongoing support, no matter where you are located or which products and solutions you adopt.

We know that PKI and machine identity management are more than just software – it takes expertise, planning, and commitment to get it right. That's why we've built a network of certified technical experts with a formulaic best practice approach to ensure you maximize the value of your Keyfactor products and services. Our teams are here to guide you every step of the way.

Project initation

We start wth understanding your needs and environment through a State-ment of Work and Support program. At the onset of your services, you're introduced to your Customer Success Manager, who will serve as your champion through your journey with Keyfactor.

Implementation

During implementation, you'll work with certified Keyfactor experts to guide your organization through the deployment of your solution. Highly skilled solution experts will confirm your technical requirements and architect a solution.

Ongoing support

After build and validation testing is complete, you will transition to the Customer Support team, responsible for ongoing support and maintenance of your Keyfactor solution. Your Customer Success Manager will partner with you to ensure full product adoption and see value through your invest-ment in Keyfactor.

Our Teams

Customer Success
Work with you to accelerate time to value and ensure a best-in-class customer experience.

Project Management
Provide governance and oversight to drive successful deployment.

Professional Services
Assist with installation, config-uration, and ongoing health of Keyfactor products and solutions.

Product Support
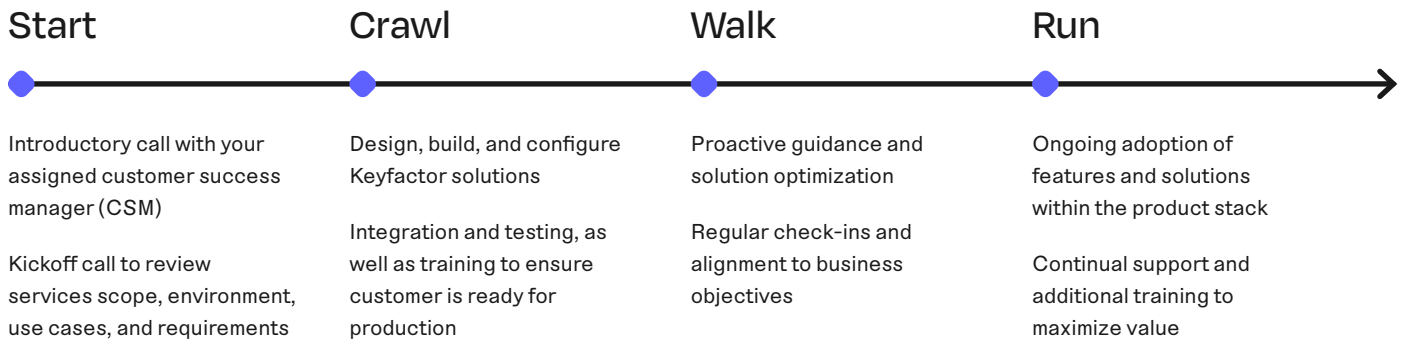Provide responsive resolution, knowledge base articles, downloads, upgrades and patches.

Cloud Ops
Provide 24x7 operational support for cloud-hosted customers.

Product Training
Deliver regular training sessions and certification for products.

The customer journey

Start	Crawl	Walk	Run

Start
Introductory call with your assigned customer success manager (CSM)

Kickoff call to review services scope, environment, use cases, and requirements

Crawl
Design, build, and configure Keyfactor solutions

Integration and testing, as well as training to ensure customer is ready for production

Walk
Proactive guidance and solution optimization

Regular check-ins and alignment to business objectives

Run
Ongoing adoption of features and solutions within the product stack

Continual support and additional training to maximize value

Customer Success

Your Customer Success Manager (CSM) will serve as your primary point of contact. They are your liaison, your champion, and your advocate throughout your experience with Keyfactor – from product awareness to issue resolution to capturing and disseminating your feedback to our teams, your CSM is with you every step of the way.

The role of Customer Success:

At the start of your engagement, your first contact will be with your CSM. In this initial call, they will capture your technical goals and objectives, both immediate and long-term. Beyond implementation, your CSM will continually notify you about new products and service offerings, events, and product trainings. Recurring business reviews serve as an opportunity to proactively exchange feedback and suggestions to ensure our roadmap aligns with your objectives.

What we do for you:

- Business reviews
- Client advocacy
- Regular health checks
- Product roadmap and release communications
- Keyfactor updates and events
- Feedback and customer satisfaction surveys
- Renewal reminders

Professional Services

We offer a portfolio of services to assist you with installation, configuration, and the ongoing health of your solution – from standard onboarding services to more collaborative implementation, our team is focused on deploying the solution to meet (and exceed) your expectations.

The role of Professional Services:

From the start, you will be matched with a team of solution experts to coordinate tasks and resources, communicate updates, and ensure your project stays on track. Our teams use a proven, time-tested methodology based on industry best practices; the process includes discovery, design, planning, preparation, build, configuration, quality assurance, and sign-off activities.

What we do for you:

- Project management
- Ceritified solution architects and engineers
- Product training and best practices
- IoT consulting
- Third-party integration services
- Upgrade and migration services

Many of the professionals in our network of certified experts bring deep expertise in PKI, cybersecurity, and Keyfactor solutions – often dedicating their entire professional career to the industry, with decades of experience in various backgrounds.

Keyfactor also maintains a highly specialized team of technical resources to consult on IoT, industrial IoT (IIoT), and connected product security – providing strategic guidance for implementation and design, as well as custom scripts to facilitate third-party integrations within the IoT ecosystem.

Product Support

Security doesn't stand still – algorithms evolve, best practices change, and the issuance and management of certificates becomes increasingly important and complex. Our Global Product Support team provides access to the latest releases, patches and updates, as well as responsive assistance with technical questions and requirements.

The role of Product Support:

Global Product Support works in sync with Product Management and Development teams to continually evolve and improve our solutions. With your support agreement, you have access to new releases and upgrades to improve functionality and ensure your solution is up to date with compliance and regulatory best practices.

Keyfactor offers a variety of support options, from 24x7 Service Level Agreements, recommended for business-critical deployments, to 8x5 support, better suited for non-production environments. Our goal is to work with you to find the most appropriate offering based on your support needs.

For immediate needs, you can contact our 24x7 Global Product Support team at (216)-785-2943. For non-urgent issues, you can open a support ticket at www.keyfactor.com/support. Support Portal access is granted as you are onboarded, which allows you to track the status of open cases, upload supporting documentation to your ticket, and interact directly with the team. It's also your gateway to knowledge base articles and the latest information on the products.

"Keyfactor worked with us every step of the way from kickoff to production, and they were extremely proactive. Their expertise and support made an immeasurable difference in the success of our teams."

David Yu

VP, Security Architecture
EQ Bank

What we do for you:

- Support ticketing portal
- Service-level agreements and incident response
- Product documents and user guides
- Knowledge base articles and moderation
- Release downloads and patches
- Direct dial hotline and email-based support
- Escalation path to developers and professional services

Keyfactor brings digital trust to the hyper-connected world with identity-first security for every machine and human.

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