

# Duo Care



## OUR PREMIUM SUPPORT PACKAGE

Our Duo Care Premium Support package ensures you're achieving the outcomes that matter most to you. With Duo Care, a team of Duo experts guides you through the life of your subscription to ensure that you are maximizing the value of your Duo investment as your organization and business needs evolve. Duo Care also provides extended support services to ensure you get the support you need when you need it most, so you can focus on your business.



Duo's Customer Success team is always available and willing to go above and beyond to resolve any of our questions or concerns."

**Nicholas Pelczar**

Director of Information Security and Business Continuity  
Stinson Leonard Street

## BENEFITS

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### Faster Deployments

Customers such as TI Media suggest that Duo Care helped them to cut their deployment time by 50%. Duo Care provides a team of trusted advisors equipped with best practices and resources to help you deploy faster.

### Higher ROI

The Duo Care team helps hundreds of customers every year and has built expertise in navigating diverse and complex IT environments. We can help you maximize feature adoption and overcome challenges with speed and precision. Combined with the extended support hours, you'll maximize your investment in Duo.

### Instant Access to Experts

Change happens. IT infrastructures evolve. We'll support you through the long haul. Your Duo Care team addresses your needs as they change. Alternatively, you can engage your Duo Care team at any time or get guidance on changes that impact your existing Duo deployment.

### VIP Service

As a Duo Care customer, you will be partnered with a team of experts, receive enhanced support hours, dedicated support lines, improved SLAs, early access to new features, and priority access to Duo events.



## Access to Business & Technical Experts


A Duo Customer Success Manager (CSM) will serve as your strategic point of contact: a trusted advisor in areas like rollout planning, deployment timeline, user enrollment plans, product updates, and future planning. Your Duo CSM works in tandem with a Duo Customer Solutions Engineer (CSE), a technical expert who offers consulting, architectural strategies and best practices as you roll out the initial deployment or expand the number of applications protected by Duo.

Overall, you'll receive:

- + User Enrollment Strategy and Planning
  - + Application Rollout Planning
  - + Security Policy Planning
  - + Consult on Solution Architecture
  - + Helpdesk Enablement
  - + Technical Deployment Planning
- + End User Communication Planning
  - + Technical Integration Consultation
  - + Strategic Advisory Services
  - + Periodic Business Reviews
  - + Product Roadmap Reviews
  - + Priority Access to Betas
  - + Best Practice Sharing

## VIP Support

An additional benefit of Duo Care is extended support coverage. Customers can reach us in a way that is most convenient – phone, chat or email. Duo Care reduces maximum allowed downtime with a higher and improved uptime SLA of 99.95%. With Duo Care, you can report a high or critical severity issue any time and expect a Technical Support Engineer to respond within the hour.

	Standard Support	Duo Care 
How-to Integration Guides	✓	✓
Online Community Forum	✓	✓
Support Ticket Portal	✓	✓
Real-time System Status	✓	✓
Uptime SLA	99.90%	99.95%
VIP Support Line		✓
Hours of Operation	9 x 5	24 x 5

For more details on response times and coverage, visit [duo.com/support](https://duo.com/support).