



Duo Quick Start

THE QUICKEST WAY TO GET STARTED WITH DUO

Our Duo Quick Start package is designed to help you get up and running with Duo fast. Our experts will work with you over a 60-day period to start you on the path to success with Duo. Duo Quick Start is the perfect solution for small and medium-sized businesses that are looking for expert advice to protect up to three applications and 1,500 users or fewer.



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

Faster Deployments

Duo Quick Start provides a team of trusted advisors equipped with best practices and resources to help you deploy a limited number of applications faster. Their expertise will speed up the implementation phase of your Duo deployment.

Access to Business & Technical Experts

A Customer Solution Engineer (CSE) and a Customer Success Manager (CSM) will guide you through the implementation of Duo. The CSE and CSM will consult with you remotely to gather your business and technical requirements. They will recommend a high-level architecture design to align with your needs and advise on a strategy for implementation, application configuration, security policy and user enrollment.

On the FastTrack

Having an airtight project plan is essential to a successful Duo rollout. As part of the Duo Quick Start program, you will receive our FastTrack project plan guide. Honed over hundreds of customer deployments, the FastTrack project planning guide will help ensure your deployment goes smoothly. Want to leverage your own project planning tool? That's great! We can work with that, too.

You'll receive:

- + A virtual kickoff meeting
- + Technical implementation working sessions
- + User enrollment strategy and planning
- + Application rollout planning
- + Security policy planning

		Basic Support	Duo Quick Start	Duo Care Premium Support
Support Services	Phone Availability	8x5	8x5	24x7
	Support Ticket Portal	Included	Included	Included
	Priority Ticket SLA	24 hours	24 hours	1 hour
	Service SLA	99.9%	99.9%	99.95%
	VIP Support Line	—	—	Included
	Priority Call Routing	—	—	Included
Technical Expertise	Named Solution Engineer	—	Included	Included
	Application Configuration Guidance	—	Included	Included
	Security Policy Guidance	—	Included	Included
	User Enrollment Strategy	—	Included	Included
	Solution Architecture Strategy	—	—	Included
	Advisory CISO Consultation	—	—	Yearly Virtual
Planning Leadership	Name Success Manager	—	Included	Included
	Kick Off Meeting	—	Virtual	Virtual
	Success Meeting	—	—	Monthly Virtual
	Business Reviews	—	—	Biannual Virtual
	Product Roadmap Review	—	—	Biannual Virtual
	Project Management Partner	—	Included	Included
	Customer Help Desk Training	—	—	Virtual
	User Communication Strategy	—	Included	Included
	Priority Beta Access	—	—	Included
Customer Profile	Applications to Protect	—	Up to 3	4+
	Users to Protect	—	500 - 1,500	1,500+
	Deployment Timeline		1 - 2 months	3 or more months
	Editon Features	—	All (excluding DNG)	All
Duration	Term Lengths	—	Fixed 60 days	Coterminous Min 12 months