Customer Success Engagement Guide

Customer Success with JumpCloud

At JumpCloud, our mission is to help organizations securely manage their users and connect them to the systems, applications, data, and networks they need. We're driven to grant our customers efficiency, control, flexibility, scalability, and peace of mind. The JumpCloud Customer Success team helps to achieve this reality through unmatched engagement and customer service. As our customers continue to grow in the ever-changing technical landscape, our product and services continue to secure your most important resources.

Our Passion

Being passionate about our product and users is the very fabric of our team culture. While navigating through a transformation in identity management, you can expect that:

– We're deeply committed to the success of our customers and partners and their business goals.

– We support your adoption across-the-board; from implementations and integration guidance, to ongoing education and issue triaging.

– We're a strength to JumpCloud. We're excited about our role and the value we provide to our customers.

Our Standards of Quality

– We solve problems as a team; we don't solve problems by ourselves.

– Customer satisfaction is high because of our knowledge and aspiration of being trusted advisors.

– We ensure that core to the JumpCloud experience is timely engagement and frictionless experiences.

The Success Experience

The information contained in this document serves as your guide to understand not only the tools, but also the teams of experts that help drive your successful adoption and use of JumpCloud. This guide also serves as a reference on the experience you can expect and best ways to engage your success team.

Team Roles and Responsibilities

Role	What they provide to the customer
Customer Success Engineer Troubleshooting professionals skilled in the technical aspects of JumpCloud. Customer Success Engineers (CSEs) engage directly with customers to resolve break-fix issues and answer product questions.	• Scope and define customer submitted technical issues. • Evaluate overall user and business impact for alignment of severity and service levels. • Troubleshoot customer issues through analysis, review, and reproduction. • Work as a liaison with engineering for any defect or service related issues. • Provide relevant updates and status until resolution is achieved.
Account Manager (AM) Account Managers are the primary point of contact for business issues with our established customers. They are the point person to resolve issues, receive updates on ongoing platform developments and to share all information regarding future planning and ad hoc needs.	• Central point of contact and advocacy within JumpCloud for customer goals and requirements. • Coordination of all JumpCloud team members dependent on customer needs. Updates on product requests as well as education and training opportunities. • Business reviews covering evaluation of usage, recommendations for additional value, and collecting input for internal teams.

Additional Professional Services available

New and existing customers alike can now secure white-glove, personalized attention to support their IT departments in strategizing the right measures for security enhancement as a **paid professional service**.

Role	What they provide to the customer
Implementation Consultant (IC) Experts on JumpCloud integration with customer environments; provide best practices and guidance for various architectures. Implementation Consultant (ICs) work as advisors for all platform solutions focusing on fit, connectivity, and education.	• Work to understand and determine best technical fit while accomplishing desired outcomes for the environment. • Provide solution pathways through the use of best practices and training. • Align with customers on timing and technology goals while focusing on satisfying stakeholders.
Technical Account Manager (TAM) Your Technical Account Manager will provide oversight and guidance for all product usage, assist with customer adoption, advocate and manage product feature requests, and facilitate technical discussions with internal stakeholders and more!	• Act as the JumpCloud liaison for questions, issues, or escalations • Work with JumpCloud Support, Product Management (i.e., roadmaps), or other teams as needed to support customer needs • Work with assigned customers to build Customer Success Plans, establishing critical goals, or other key performance indicators and aid the customer in achieving their goals • Program manage account escalations • Support customers in identifying and recommending training opportunities
Professional Service Engineers (PSE) A Professional Service Engineer will scope the entirety of your project, develop an agreed-upon project plan based on the scope of work custom to your needs while instilling confidence when it comes to integrity, uptime, and user impact.	• Your project will be done right by professionals with deep technical expertise in Cloud Directory, SSO, MDM, MFA. • Fully managed project • Minimize downtime and risk of lost data • The PSEs are trained experts in Okta, AD, and other services and work alongside many other teams here at JumpCloud.

Success Activity Scope

Category	What we can do	What is needed?	Who is needed?
Product Roadmap (Feature Requests)	Work with our Product team to provide roadmap and timing information.	An understanding of the feature request(s), along with any accompanying business requirements.	• Account Manager (AM) • Technical Account Manager (TAM)
Break-Fix and Technology	Determine root cause for problems in the environment related to JumpCloud products.	Refer to "Engaging with JumpCloud Support" later in this guide for a list of information and logging.	• Customer Success Engineer (CSE)
Customer Infrastructure & Configuration	Provide guidance on how to best implement JumpCloud into customer specific environments.	Management of the environment, as our support and implementation teams are unable to make changes to customer environments.	• Implementation Consultant (IC) • Technical Account Manager (TAM)
Product Training	Weekly webinars and JumpCloud University provide your introduction to JumpCloud.	Information on which areas of training best assist administrators.	• Implementation Consultant (IC) • Technical Account Manager (TAM)
JumpCloud Security	Security is at the heart of JumpCloud. Find an overview of our approach at: www.jumpcloud.com/security	A list of security or audit compliance requirements.	• Implementation Consultant (IC) • Technical Account Manager (TAM)
Migration Services	Take the worry out of migrating your critical data from Active Directory or Okta by using JumpCloud's Migration Services.	A Professional Service Engineer will scope the entirety of your project, develop an agreed-upon project plan and migrate all customer data according to that plan.	• Professional Services Engineer (PSE)

The Support Experience

JumpCloud's Support team is available to you throughout your adoption experience to answer questions and help with any break-fix issues you encounter. In this section, learn about our support tiers, issue severity levels, Service Level Agreement (SLA), and ways you can engage with JumpCloud Support.

Support Eligibility

Premium Support

Customers and partners can opt for 24x7x365 priority support access via phone, email, and chat through JumpCloud's Premium Support offering. This support level is ideal for all customers and partners, and especially those interested in efficiency, security, and maximizing their IAM investments.

Standard Support

Customers and partners who're currently engaged in month-to-month or annual contract billing plans receive the benefit of JumpCloud's support assistance. Read detailed support terms in the Service Level Agreements section of this document.

Free Support

Our Knowledge Base access is available to free account customers and partners. If free account customers or partners are interested in purchasing JumpCloud, they can enter a sales cycle through our sales team.

Service Level Agreements (SLA)

	Free	Standard	Premium
Pricing	N/A	Included	$3/user/month (annual contract) or $4/user/month (monthly contract)
Priority Access	N/A	Standard	Priority Access
Support Method and Time	24 x 7 for the first 10 days	9 – 5pm MT, weekdays U.S. holidays excluded	24 x 7 x 365
Knowledge Base	✓	✓	✓
Email Support	✓	✓	✓
Chat	first 10 days	——	✓
Phone	——	——	✓
Response Time SLA			
Severity 1 Entire loss of functionality. Severe operational impact. Majority of users impacted.	——	4 hours	1 hour
Severity 2 Major loss of functionality. Operations/user impact high.	——	8 hours	2 hours
Severity 3 Partial, non-critical issue. Operations not severely impacted. User impact is low.	——	Next business day	4 hours

Engaging JumpCloud Support

Before contacting JumpCloud Support, customers and partners are encouraged to review our Knowledge Base. If you don't find a solution, support requests can be submitted by active Administrators associated with your JumpCloud or Partner account. Note that further authentication of your identity may be required for security reasons. Be sure to provide as much detail as possible, which in-turn provides a faster resolution. This information should include, but is not limited to:

- Detailed Issue Description
- Troubleshooting Actions Taken
- Date/Time Issue was Recognized
- Pertinent Error Messages and Screenshots
- Relevant JumpCloud Resources (Users, Systems, Groups, Applications, etc.)
- Applicable OS logs:
  - Windows: C:\Windows\Temp\jcagent.log
  - Mac & Linux: /var/log/jcagent.log
- Applicable Service logs:
  - AD Import: C:\Windows\Temp\JumpCloud_AD_Integration.log
  - AD Sync: C:\Program Files\JumpCloud\AD Sync\adsync.log

Contacting Support

Admin Portal

You can contact Support from two places in the Admin Portal:

Your JumpCloud account menu:

- – While logged in as an Administrator at https://console.jumpcloud.com, click your email address in the top-right.
- – Click Contact Support.
- – The Support tab:
  - • While logged in as an Administrator at https://console.jumpcloud.com, click Support at the bottom of the left-hand navigation bar.
  - • Under "Not finding the help you need?" click contact support.

Phone (Premium Support Only)

Premium Support customers can contact support via phone by providing their personal PIN and get connected with JumpCloud Support. Contact information and PIN are provided with a contract.

Chat

Free accounts have access to Chat in the Administrator Portal free for the first 10 days! Premium Support customers can contact Support via Chat:

1. Navigate to support.jumpcloud.com
2. If the chat tool immediately appears, click "Speak with a live Support Engineer (requires Premium Support)"
3. If the chat tool does not immediately appear, click on the JumpCloud icon () in the bottom-right corner of the page to open the chat tool.
4. Click "Send us a message," and then click "Speak with a live Support Engineer (requires Premium Support)"
5. You will then be prompted for your email address. Please enter the email address associated with your JumpCloud administrator account.
6. After entering your email address, you will be prompted for your Premium Support pin. Your Premium Support pin has not changed.
7. Once you have entered your pin, you will be connected to a live Support Engineer.

Resources

JumpCloud University

https://jumpcloud.com/university/

JumpCloud University (JCU) is a free education hub for all learning styles to equip admins with training and knowledge to be successful with JumpCloud. In JCU you'll find interactive courses, short tutorial videos, hands-on practice, and help from JumpCloud experts. You have the flexibility to learn and explore freely in JCU - whether you want to dive into a specific topic or complete a full series.

Professional Services

https://jumpcloud.com/professional-services

Learn more about the Implementation, Migration, and Technical Account Management services we can provide as you onboard and begin using all JumpCloud has to offer.

FAQ

https://jumpcloud.com/faq/

Answers to common questions about JumpCloud as a company as well as the product and services available.

Knowledge Base

https://support.jumpcloud.com/

All of our written support documentation. As an administrator, this should be your first stop to understand a functionality or troubleshoot an issue.

Whiteboard Videos

https://www.youtube.com/jumpcloud/

Overviews of the JumpCloud Directory-as-a-Service platform with a more visual approach that help illustrate end-to-end concepts.

Additional Content & Resources

https://jumpcloud.com/resources

All resource links can be found in the Resource Hub on JumpCloud.com.