

Auth0 Customer Onboarding Program

(6)	
$\langle \cdot \rangle \langle \cdot \rangle$	

#### Phase 1 - Appliance Project

#### Project Kick-Off

Meet the Auth0 project team; confirm key details of your subscription; run through the project plan; nominate key contacts for project team; high level overview of use case; schedule deeper technical discovery session if required to ensure appropriate infrastructure guidance.

#### Who

Business manager; project manager; IT infrastructure lead.

#### Time Required / Included

1 hour

#### Infrastructure Ready

With our guidance, you'll prepare your infrastructure ready for appliance deployment. See https://docs.auth0.com/appliance.

#### Who

Project manager; IT infrastructure lead; networking, security & operations teams.

#### Time Required / Included

4 hours Consulting

#### Appliance Setup

Once your infrastructure is ready, our team will configure the appliance.

#### Who

Auth0 team.

#### Time Required / Included

2 hours

#### Appliance Handover

Once the appliance is ready, we'll run through an operational handover session to review items such as infrastructure monitoring and backup to ensure your team has the knowledge to operate the appliance

#### Who

Project manager; IT operations team; IT infrastructure team.

#### Time Required / Included

4 hours Consulting



5

#### Phase 2 - Ready?

#### Welcome & Orientation

Meet your Customer Success Manager; receive guidance and resources on accessing your account and navigating support resources; help us understand high level info about your company and specific project; agree on first value goal. Get excited.

# Who

Auth0 and your business manager; project manager; program owner.

#### Time Required / Included

45 minutes

# Technical Discovery & Guidance

A deeper technical dive into your project. Overview of your architecture and planned Auth0 integration. Opportunity to ask questions of our expert team, seek guidance on technical aspects and ensure you're setup for a successful integration.

# Who

Auth0 and your program owner; lead developer; systems architects.

# Time Required / Included

4 hours Consulting



# Phase 3 - Set...

# Dashboard Admin User Guidance

Sometimes your developers have been trialing Auth0 for a while and are already dashboard ninjas, other times not so much - either way we'll get them up to speed with live overviews and/or self service videos and documentation as required.

# Who

Auth0 and your program owner; developers; systems architects.

# Time Required / Included

Self-service, 1 hour Consulting

# Customer Integration

Your team works on integrating Auth0 with your apps, supported by our resources including our support team, documentation, SDKs and code examples. You're going to nail it.

# Who

Your development team.

# Time Required / Included

Not applicable



# Phase 4 - Go!

# Integration Best Practices Review

Post integration, often during testing/beta, we'll meet and review your implementation to ensure any best practices have been applied or catch anything that just doesn't look quite right.

#### Who

Auth0 and your project manager; program owner; lead developer; systems architects.

# Time Required / Included

4 hours Consulting

# Achieve First Value Goal

Remember the goal we agreed on in step 1? We'll keep guiding you until we've arrived there and once you have you'll have completed the Sprint Onboarding Program. Nice work!

# Who

Us together!

# Time Required / Included

Not applicable

Hours allocated as "consulting" are delivered by our services team of system architects and software engineers for the purpose of guiding you through the common technical requirements, questions, advice and best practices to get successfully started with Auth0. If you have complex requirements needing deeper consulting and advice from our experts than the time allocated here will allow then ask your Sales Executive about purchasing Professional Services hours. These hours can be used for services including: Systems architecture design consulting; software development assistance related to integration of your application to Auth0; data migration from 3rd party/proprietary databases; performance & load testing.