

Vault Onboarding Program

COBRA Team | HashiCorp Customer Success



— Agenda

- Welcome
- Customer Success
- Technical Support
- Next Steps
- Architectural Jump Start

Code of Conduct



HashiCorp is dedicated to providing a harassment-free Vault Enterprise onboarding experience for everyone, regardless of gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, or religion. We value your attendance and do not wish anyone to feel uncomfortable or threatened at any time.

The bottom line is that we do not tolerate harassment of conference participants in any form. Harassment includes but is not limited to offensive verbal comments related to gender, gender identity, sexual orientation, disability, physical appearance, body size, race, national origin, religion; sexual or inappropriate images in public spaces; deliberate intimidation; stalking; trolling; sustained disruption of talks or other events; and unwelcome sexual attention. Participants asked to stop any harassing behavior are expected to comply immediately. If you are being harassed, notice that someone else is being harassed, or have any other concerns, please let the HashiCorp event representative know immediately or email customer.success@hashicorp.com.



HashiCorp Customer Success

1500+

Enterprise Customers

275+

of the Global 2000

150

of the Fortune 500





How We Engage



Customer Success Managers



Strategic Relationship Management

Engagement to ensure product & operational success including risk mitigation towards business outcomes



Customer Journey Delivery

Focus on solution value realization, driving organizational adoption and providing HashiCorp Best Practices



Trusted Advisor & Advocate

Proactive advisory services and program coordination across all functional areas within HashiCorp (Sales, Engineering, Support, Product, and more)



Customer Success Architects



Product Experts

Subject matter expert on HashiCorp products as well as integration points with third-party platforms and tools.



Prescriptive Guide

High-value, prescriptive guidance on how to adopt HashiCorp products and consultation on the unique integration requirements of each customer.



Technical Advisors

Ongoing advisor on HashiCorp products and the integration with complimentary technologies. As customers evolve, providing highly relevant guidance based on the specific customer needs and value-based outcomes.

Keys to Success

Partnering to Drive Value Realization



Training Consumption

Ensure team members consume training resources in a timely fashion.



Use Case Guidance

Provide timely information on use case designs.



Project Team Participation

Inclusive of any stakeholder required for successful completion of onboarding.



Single Point of Contact

Main contact for decision making.



Escalation Process

Understanding of escalation process.



Change Control Process

Understanding of change control process.

Customer-Centric Communications



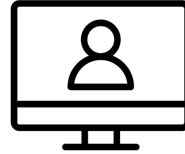
Making Communications Easy



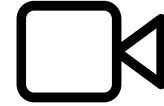
Support



Email



Webinars



Phone/Video



Vault Onboarding Program



An 11-week guided community environment
Assisting customers with onboarding and adoption
Following a prescriptive path to success

Week 1	Week 2	Weeks 3-10	Week 11	Week 12+
Kick-Off <ul style="list-style-type: none">• Kickoff webinar to describe the program and community onboarding approach.• Office Hours with Q&A session.	Plan <ul style="list-style-type: none">• Technical and architectural deep dive Webinar to plan the Vault installation.• Terraform code provided to jump start the installation process	Discover <ul style="list-style-type: none">• Technical workshops and Lunch & Learn sessions to guide your project• HashiCorp staffed office hours provide opportunity for interactive Q&A• 1:1 Success Planning workshop to establish goals and desired outcomes	Gateway <ul style="list-style-type: none">• The exit ramp session includes an operational checklist to close any remaining gaps in your Vault onboarding project.• Information for further Vault events and learning opportunities will be presented.	Expand <ul style="list-style-type: none">• The HashiCorp Customer Success Team will continue to partner with you offering seminars, product roadmap information, and other relevant content as you expand your usage of Vault



Onboarding Goal

Our objective is to make you successful with our products and see value within 90 days



Vault Installed

- Vault Enterprise installed in your environment
- Basic configuration completed
- Telemetry and Monitoring in place
- Disaster Recovery replication in place



Vault Operational

- Getting the first use case (application) onboarded and consuming secrets stored in Vault
- A roadmap created for onboarding additional use cases.



Completed within 90 days

COBRA Vault Onboarding Journey



- Week 1 - Kickoff - Program Intro & Architectural Quickstart
- [Week 2 - Workshop - Architectural Deep Dive](#)
- Week 3 - Office Hours
- [Week 4 - Workshop - Auth Methods, Namespaces, Policies](#)
- [Week 4 - Schedule One-on-One Success Planning Session](#)
- Week 5 - Office Hours
- Week 5 - Lunch and Learn - Migrating from OSS
- [Week 6 - Workshop - Telemetry & monitoring, DR Operations, Runbooks](#)
- [Week 6 - Lunch and Learn - HCDiag & Vault Metrics](#)

COBRA Vault Onboarding Journey



- Week 7 - Office Hours
- Week 8 - Workshop - How to consume Vault into applications
- Week 8 - Lunch and Learn - Dynamic secrets
- Week 9 - Office Hours
- Week 10 - Workshop - Sentinel Policies, Control Groups, Quotas, Troubleshooting Basics & Incident Management
- Week 11 - Exit ramp and Operational Readiness Check



Customer Support

SLA, Contact Methods, Services, etc.

Contacting Support



There are two ways to contact our support team

- 1) **Support Portal:** Open a ticket through [our support portal](#)
 - Once customer access is setup, authorized users can submit a ticket using the email address they provided us.
 - The portal provides faster routing via product and sub-product selection, the ability to send encrypted attachments, and set ticket priority.
- 2) **Email Support:** Send an email to support@hashicorp.com
 - All emailed support tickets default to “normal” priority - and cannot be changed.

HashiCorp Support SLA



This info can also be accessed from our [Support SLA Page](#)

GOLD

SILVER

BRONZE

Hours of availability		24 X 7 (SEV-1 URGENT)	9-5, Monday - Friday US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME	N/A
SEVERITY 1 Urgent	FIRST RESPONSE	60 minutes	8 business hours	N/A
	RESOLUTION	24 elapsed hours	24 business hours	N/A
SEVERITY 2 High	FIRST RESPONSE	4 business hours	16 business hours	N/A
	RESOLUTION	3 business days	5 business days	N/A
SEVERITY 3 Normal	FIRST RESPONSE	8 business hours	24 business hours	N/A
	RESOLUTION	7 business days	7 business days	N/A
SEVERITY 4 Low	FIRST RESPONSE	24 business hours	24 business hours	24 business hours
	RESOLUTION	Best effort	Best effort	Best effort
Technical contacts allowed		4	3	2

Severity Definitions



Sev-1 (Urgent)	<p>A Sev-1 incident is an operational outage as defined below:</p> <p>Any error reported by customer where majority of the users for a particular part of the software are affected, the error has high visibility, there is no workaround, and it affects the customer's ability to perform its business.</p>
Sev-2 (High)	<p>Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available; however, performance may be degraded or functions limited and it is affecting revenue.</p>
Sev-3 (Normal)	<p>Any error reported by customer where the majority of the users for a particular part of the software are affected, the error has high visibility, a workaround is available; however, performance may be degraded or functions limited and it is NOT affecting revenue.</p>
Sev-4 (Low)	<p>Any error reported by customer where a single user is severely affected or completely inoperable or a small percentage of users are moderately affected or partially inoperable and the error has limited business impact.</p>

This info can also be accessed at the bottom of our [Support SLA Page](#)



Next Steps

Next Steps



Webinar: Project and Architectural JumpStart

Explore project use-case and jumpstart guidelines



Webinar: Architectural Deep Dive with Q&A

Vault architectural deep-dive with Q&A



Authorized users for Support

Please email customer.success@hashicorp.com with Support Contacts



Q & A

A Q&A will be held after this session



Thank You

customer.success@hashicorp.com
www.hashicorp.com/customer-success