

HCP Vault Onboarding Program Kickoff

May 11, 2022



Agenda

- Welcome/Code of Conduct
- Customer Success Overview
- HCP Vault Onboarding Program
- Customer Support
- Next Steps

Code of Conduct



HashiCorp is dedicated to providing a harassment-free 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.

Customer Success Overview

Partnering Together

HashiCorp Customers



FINANCIAL SERVICES



ENTERTAINMENT & TELCO



MANUFACTURING & LOGISTICS



SOFTWARE & TECHNOLOGY



INSURANCE & HEALTH





What You Can Expect from CS

Customer Success Manager (CSM)

Account & Success Management

- Providing a community-based onboarding program designed to get you up and running quickly
- Facilitating sessions to keep your team current with HashiCorp technology
- Joint discovery of objectives and success criteria
- Your customer advocate within HashiCorp

Customer Success Architect (CSA)

Technical Success & Advisory

- Technical resource for the onboarding process
- Providing product reference architecture information for better decision-making
- Thought leadership on best practices of product architecture and use-case patterns
- Timely education and enablement from a technical perspective

Other resources available to you



Ensure your team's success



Worldwide Support

With HashiCorp Worldwide Support, you can get assistance when you need it from anywhere in the world with our ready-to-serve ticketing system and expert support team.

[Learn More](#)



Implementation Services

Let highly skilled product domain experts help you achieve success by simplifying and accelerating the adoption of our cloud solutions starting at the implementation phase.

[Learn More](#)

Further information located at <http://hashicorp.com/customer-success>

HCP Vault Onboarding Program

How we engage

Customer Responsibilities

These are critical for your onboarding success



Training Consumption

Ensure team members attend workshops, training, office hours

Use Case Guidance

Provide timely information on your intended use cases during our success planning

Project Team Participation

Inclusive of any stakeholder required for successful completion of your onboarding

Single Point of Contact

Main contact for decision making

Escalation Process

Understanding of escalation process

Surveys Responses

Provide timely responses to surveys



Onboarding Checklist



Vault Deployment

- Create HCP Organization, deploy HVN and create a HCP Vault cluster
- Automate HCP Control plane and automate Vault Management
- Telemetry and Monitoring in place
- Performance replication in place (Plus tier)



Vault Operational

- Getting the first use case (team/service/application) onboarded and consuming secrets stored in Vault
- A roadmap created for onboarding additional use cases and validated with a HashiCorp CSM during success planning.



Completed within 90 days

HCP Vault Onboarding Program

An 10 - week guided community environment
Assisting customers with onboarding and adoption



Onboarding Journey



- Week 1 - Kickoff ← **You are here!**
- Week 2 - Webinar - Cloud Overview: Getting started with HCP Vault
- Week 3 - HCP Vault Zero Trust Security Session w/HashiCorp Co-Founder: Armon Dadgar
- Week 4 - Community Office Hours, One-on-One Meeting
- Week 5 - Webinar - Operationalize
- Week 6 - Webinar - Identity & Access Mgt within HCP Vault
- Week 7 - Community Office Hours
- Week 8 - Webinar - Secrets Management
- Week 9 - HCP Vault Roadmap and Q&A with HashiCorp EVP of Secure: James Bayer
- Week 10 - Program Closing

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.
- Don’t raise a SEV-1 over eMail. Please use the support portal!

Support Levels

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



GOLD

SILVER

BRONZE

		24 X 7 (SEV-1 URGENT)	9-5, Monday - Friday US LOCAL TIME EUROPEAN CENTRAL TIME AUSTRALIA EASTERN TIME	N/A
SEVERITY 1	FIRST RESPONSE	60 minutes	4 business hours	N/A
	UPDATE FREQUENCY	4 hours	8 business hours	N/A
SEVERITY 2	FIRST RESPONSE	4 business hours	8 business hours	N/A
	UPDATE FREQUENCY	8 business hours	2 business days	N/A
SEVERITY 3	FIRST RESPONSE	8 business hours	24 business hours	N/A
	UPDATE FREQUENCY	3 business days	5 business days	N/A
SEVERITY 4	FIRST RESPONSE	24 business hours	24 business hours	24 business hours
	UPDATE FREQUENCY	Reasonable best effort	Reasonable best effort	Reasonable best effort
Technical contacts allowed		4	3	2



Severity Definitions

Sev-1 (Urgent)	A Sev-1 incident is an operational outage as defined below: 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 .
Sev-2 (High)	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 .
Sev-3 (Normal)	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.
Sev-4 (Low)	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.

For reference only - Subject to Change
Current info can also be accessed at the bottom of our [Support SLA Page](#)

Recommended additional resources



Vault

We strongly urge you to subscribe to the HCP status web page, this can be done here

<https://status.hashicorp.com/>

We also recommend and hope you will take an active part in the Hashicorp community, you can find more information about that here

<https://www.hashicorp.com/community>

Next Steps

Next Steps



- Upcoming Schedule:
 - ▼ Week 2 - HCP Overview + Getting Started with HCP Vault
 - ▼ Week 3 - HCP Vault Zero Trust Security Session with HashiCorp Co-Founder
 - 👤 Week 4 - Community Office Hours
 - ⚙️ Authorized Users for Support - email customer.success@hashicorp.com with Support Contacts



HashiConf

<https://hashiconf.com>

The screenshot shows a web browser window displaying the HashiConf website. The background features a blue and purple gradient with abstract circular patterns.

HashiConf Europe
Jun 20-22, 2022
Amsterdam & Virtual

Our regional community conference [Register](#)

HashiConf Global
Oct 4-6, 2022
Los Angeles & Virtual

Our flagship community conference [Add to calendar](#)

[HashiConf FAQ →](#)

The screenshot shows a web browser window with the HashiCorp logo and "Discuss" tab selected. The main content area displays a list of topics under the "HashiCorp Cloud Platform (HCP)" category. Each topic card includes the title, author's profile picture, reply count, view count, and posting date.

Topic	Replies	Views	Activity
About the HashiCorp Cloud Platform (HCP) category HashiCorp Cloud Platform (HCP)	1	387	May 24
HCP Vault "per-client" pricing HCP Vault	0	39	9d
Failing to use HCP Consul as my terraform backend HashiCorp Cloud Platform (HCP)	1	72	12d
Does HCP support Automation APIs in AWS HashiCorp Cloud Platform (HCP) vault	0	73	27d



Discuss

Engage with the HashiCorp Cloud community including HashiCorp Architects and Engineers.

discuss.hashicorp.com

Q & A



Thank You

hello@hashicorp.com
www.hashicorp.com