

# Cloudflare Success Packages

With you every step of the way

## Purpose-built for your success

For [Enterprise Subscription](#) customers, Cloudflare offers Customer Success Packages which provide enhanced support, success, and optimization services for the duration of your contract. Curated from experience, the goal of each success package is to provide the right balance of resources for every stage of your Cloudflare journey, as your portfolio grows.

Cloudflare offers two types of Success Packages: Standard and Premium. Standard Success is included with every Enterprise subscription, while Premium Success upgrades are available add-ons to customers meeting minimum spend requirements. The following table provides an overview of Standard and Premium packages, and is followed by a more detailed listing of features included for each.

About Cloudflare Success Packages	
Standard Success Package	Premium Success Packages
<i>Included with Cloudflare Enterprise subscriptions</i>	<i>Enhanced Success packages available for customers with a more extensive suite of Cloudflare solutions</i>
No matter the size of your business, our Standard Success package helps you get started quickly with self-service onboarding documentation and pre-recorded training webinars. Package also includes 24/7/365 email, chat, and emergency phone support with the technical support team.	<p>Cloudflare offers 3 tiers of Premium Success packages, which scale as your Cloudflare product mix grows. Premium packages include prioritized technical support, strategic guidance, recurring reports, and one-on-one fine tuning with Cloudflare solution experts.</p> <p>Premium Success packages are ideal for rapidly growing organizations that have complex technical environments, multiple Cloudflare solutions, and require rapid response times - benefitting from ongoing Cloudflare proactive support and consultation.</p>



### Cloudflare Experts

No one knows Cloudflare products and processes better than us. Each Success package increases the level of SME proactive, strategic engagement, providing guidance and helping to navigate Cloudflare on your behalf.



### 24/7/365 Global Support

Our Success packages include priority support with enhanced SLAs. There are also a range of options for contacting technical support, including via email, chat, or private Slack channel, the latter available within top tier package.



### Predictable Cost

Transparent, predictable pricing is available for each Success offer, depending on which package best suits your Cloudflare product mix.

## Cloudflare Success Packages

	Standard Success	Premium Success		
	Included with contract	20% of annual contract value		
Minimum Spend	n/a	<\$100k	>\$100k	>\$750k
<b>Onboarding</b>				
<a href="#">Cloudflare Docs Getting Started Learning Paths</a>	✓	✓	✓	✓
Enterprise Customer Portal	✓	✓	✓	✓
Recorded onboarding webinar	✓	✓	✓	✓
Customer Success Management	✓	✓	✓	✓
Solution set up guidance	Quickstart add-on available	up to 2 sessions*	up to 4 sessions	up to 7 sessions
<b>Technical Support</b>				
<a href="#">Support Community Access</a>	✓	✓	✓	✓
24/7 support chat and email	✓	✓	✓	✓
Emergency phone support	✓	✓	✓	✓
Support for under attack scenarios	✓	✓	✓	✓
Prioritized support requests		✓	✓	✓
Availability SLA credit	10x credit	25x credit	25x credit	25x credit
<b>Technical Support Response SLA</b>				
P1 - Urgent	<2 hr	<1 hr	<1 hr	<1 hr
P2 - High	<4 hr	<2 hr	<2 hr	<2 hr
P3 - Normal	<48 hr	<24 hr	<24 hr	<24 hr
P4 - Low	<48 hr	< 24 hr	< 24 hr	< 24 hr
<b>Optimized Experience</b>				
Annual health check	✓	✓	✓	✓
Executive briefings		✓	✓	✓
Periodic business reviews		✓	✓	✓
Early adopter program access			✓	✓
Configuration optimization with technical experts			✓	✓
Product roadmap sneak peek			✓	✓
Private Slack channel with support and success team				✓
Customized technical workshops				✓
<b>Reporting</b>				
Health check analytics snapshot	✓	✓	✓	✓
Customized usage and value reporting				✓

\*Includes kickoff.

## Available Add On Services

### [Quickstart Advisory Onboarding](#)

Quickstart is an available add-on for Standard Success customers preferring guided onboarding, or for Premium Success customers with unique environments or custom requirements. With Quickstart, a Cloudflare solution expert joins for a predetermined number of sessions and duration, providing consultation throughout configuration and stakeholder reviews.

### [Migration & Expert Professional Services](#)

With Cloudflare Migration and Expert Professional Services, a team of Cloudflare architects and engineers take the lead to manage deployment end-to-end, force multiplying your team, and accelerating successful execution together. Our experts get hands-on with design, tests, customization, configuration, and deploying solutions to meet your organization's goals.

### [Technical Account Management \(TAM\)](#)

Cloudflare TAM service embeds a tech support expert within your team, responsible for centrally managing Cloudflare tickets, requirements, and keeping up-to-date with your technology stack. In-region Event-based, Designated or Dedicated TAMs available.

### [Security Operations Center \(SOC\)](#)

Cloudflare SOC is designed to take the load off of lean security teams, by letting our security operations experts proactively monitor, investigate, and quickly aid in incident mitigation discovered by Cloudflare solutions. SOC service is available Core and Network solutions.

Contact your Cloudflare team to learn more about these additional services.

## About Cloudflare

[Cloudflare](#) is unifying network, application, and security solutions to transform organizations and power the future of the Internet.

See why Cloudflare is recognized over [60 times by leading](#) analyst firms such as Gartner, Forrester, and IDC.

