

Cloudflare Standard Success Offering

At Cloudflare, your success and trust matter to us. We are dedicated to being your advocates, product experts, and strategic advisors in helping you achieve your business and technical objectives.

Built for everyone

As your business grows, your Internet applications, network infrastructure, and teams become increasingly complex. We are committed to partnering with you and providing the right level of network infrastructure expertise at every stage of growth — whether you are just starting out, fully mature, or somewhere in between.

Highly trained, always online global support

Our 24/7/365 award-winning global support team delivers technical assistance around the clock to ensure your mission-critical priorities are also ours. We have a global team of best-in-class support engineers so you can focus on building your business without costly downtime or time-consuming technical issues.



Success Offerings: Standard & Quickstart

The **Standard Success Offering** helps you get started quickly with live webinar-based sessions led by best-practice experts from the Customer Success team. You can pick the sessions that you feel will drive the most value, or attend them all, and take part in live Q&A at the end of each session to ensure all your questions are answered.

You will gain access to digital on-demand support, product implementation and training assets in the Enterprise Customer Portal. You also get access to 24/7/365 email, chat and emergency phone support, and resource guides, and advanced reporting, no matter your business size.

Standard Success is included with Cloudflare Enterprise subscriptions.

The **Quickstart Success Offering** is available as an addon for Standard Success customers who want a one-on-one, customized onboarding experience. Quickstart is designed to help accelerate time to value with new product onboarding guidance, similar to what is offered in Premium Success, allowing you to benefit from the consultation without the commitment of ongoing support post-onboarding.

With Quickstart our experts will orchestrate a tailored onboarding strategy to ensure you get the most out of your Cloudflare investment. A technical expert will assist during the initial configuration to help expedite the setup by providing best practices. Our guided onboarding and tuning with specialized consultants also includes configuration guidance to help gain the most out of your solution.

The engagement time frame begins on your Service Start Date and expires within 30–90 days. The engagement time frame and one-time fee is based on the Quickstart package size selected.

Quickstart Highlights

- **Best-in-class onboarding experience:** Onboarding Managers serve as domain experts, walking you through the setup of your products and empowering your peak security and performance posture, in a 1:1 setting.
- **Accelerate Time-to-Value:** Ensure your infrastructure is set up and optimized quickly after purchase
- **Follow Best Practices:** Get the detailed guidance you need so all your questions are answered and you're set up for success
- **Become an Expert:** Learn all the things you need to know about your investment so moving forward you have the tools you need to best manage your solution

Quickstart is offered in 3 distinct packages that are sized based on the complexity of the purchased products.

	Quickstart Packages		
	Small	Medium	Large
Consultation Meetings (up to)	5	10	15
Engagement Timeline (days)	30	60	90
Example product categories	Application Services	Zero Trust Services	Network Services

Quickstart Success Offering Features - Added to the Standard Success experience.

Onboarding	
Designated Onboarding Manager	✓*
Guided Onboarding Experience	✓**
Expert Tuning Workshop	✓**

* = Length of engagement varies by package size ** = Number of engagements varies by package size

Standard Success Offering Features - Available for all Enterprise level contracts.

Onboarding	
Access To Enterprise Customer Portal	✓
Webinar-based Instructional Sessions With Live Q & A	✓
Designated Customer Success Manager	✓
Optimized Experience	
Annual Health Check	✓
Monthly Operational Review [email]	✓
Technical Support	
Access To Support Community	✓
24/7 Email And Chat Support	✓
Emergency Phone Support Hotline	✓
Availability SLA Credit	10x Credit
Technical Support Response SLA	
P1 - Urgent	<2 Hr
P2 - High	<4 Hr
P3 - Normal	<48 Hr
P4 - Low	<48 Hr
Training/Education	
Access To Online Documentation	✓
Access To Online Training Workshops	✓
Reporting	
Cache Analytics Insights	✓
Health Check Analytics Insights	✓