



OpenAthens: Beyond customer service

We work to make complex things simpler and provide our customers with a first-class customer experience.



Part of **Jisc**



How do we help customers?

- We are cloud-based. Our infrastructure is secure, reliable and resilient
- We are secure. We run regular penetration and disaster recovery tests and encrypt all attribute data
- We are reliable. Our service delivery has 99.95% service uptime
- We remove barriers. Our open standards mean greater interoperability with other identity federations
- We build relationships. We want to understand your needs and help you strive towards your goals
- We offer round-the-clock technical support in over 70 countries
- We are a not-for-profit organization aiming to help the sector. Our customers are at the heart of our mission

We work to go beyond customer service and always aim to build a relationship with our customers, understand their needs, and help them strive towards their goals. To do this, we have a service desk fully managed by SAML experts that offer round-the-clock technical support to customers in over 70 countries.



How do we go the extra mile?

- OpenAthens has a fully managed service desk monitored 20 hours a day, from 02.00 to 22.00 UK time
- Our excellent technical support provided by our SAML, proxy technologies and OIDC experts
- We have extended our customer support to APAC with a dedicated team based in Singapore
- We go beyond customer service; we build relations. For us, collaboration is the key to success
- We provide an onboarding customer charter and support
- We offer presales support and consultancy
- We help you develop excellent product knowledge
- We make sure you get the most of products and services
- We will keep you informed and up to date
- We are a flexible and adaptable team with a global reach and multilingual support
- Team culture. We have an open, honest, and supportive team



92%

**customer satisfaction
rating**

Onboarding customer charter

“Every successful OpenAthens implementation is a collaboration”

We provide an onboarding customer charter put together by the team looking at three points:

- Customer desk excellence
- Priding ourselves on high-quality support and expertise
- The team’s ability to help customers navigate through the most complex of implementations

What do we offer?

- A dedicated implementation specialist on hand to help every step of the way
- We help make sure the complex things become simpler and ensure you know what to expect
- We tailor our approach to match the unique needs of each of our customers
- We are technical leaders in our space



Your feedback drives us



We don’t offer a service; we offer an experience

Find out more, contact our team at contact@openathens.net