digicert®

DigiCert® Premium Support

Dedicated premium client manager supporting your strategic goals

Overview

DigiCert® Premium Support pairs preferential service levels with a Premium Client Manager (PCM), a dedicated point of contact for driving success with your digital trust initiatives. Premium Support customers benefit from proactive communication, faster response times, expedited validation, and continuous oversight of their DigiCert environment.

Strategic Planning

- Regular roadmap reviews, industry and compliance updates, and proactive DigiCert system maintenance notifications
- Coordination of strategic planning sessions tailored to customer goals and security initiatives
- Monthly reporting on account usage, upcoming renewals, and action items

Enhanced Support Experience

- Single point of contact for escalations and coordination of DigiCert support cases
- Expedited validation processing and priority support case handling
- Root Cause Analysis documentation provided for all critical issues
- Faster response times across chat, email, and phone channels

Guided Onboarding and Adoption

- Support for migrations, new account and CA requests, and feature adoption
- Assistance with processing Root / ICA requests and test account setup
- Coordination of DigiCert product training and other related knowledge

A Trusted Advisor and Advocate

Premium Client Managers are non-technical facilitators who work directly with DigiCert teams — Support, Validation, PKI Operations, Product Management, and Leadership — to achieve customer goals. PCMs ensure:

- Continuous oversight of account usage, renewals, and organization validation
- Timely communication of product, platform, and industry changes
- Proper escalation of customer cases, enhancement requests, and bugs
- A seamless customer experience across DigiCert's services and platform

Proactive Account Management

With DigiCert Premium Support, customers benefit from:

- 24x7x365 elevated support access
- Expedited validation processing
- Premium customer portal (see below)
- Access to instructor-led training, online training and test accounts
- Defined SLAs and faster response times
- Ongoing strategic guidance from a dedicated PCM

Premium Customer Portal

The DigiCert Premium Support Portal is your all-in-one destination for managing support cases, accessing expert resources, and staying informed on service status. With intuitive tools, real-time visibility, and direct collaboration with our support team, the portal delivers added speed and control for premium customers.

Priority Service Levels

Premium Support customers benefit from the highest service levels for availability, delivery, and response.

	Standard	Business	Premium
Support Availability	24 Hrs / 5 Days	24 Hrs / 5 Days	24 Hrs / 7 Days
Self-Service Tools			
DigiCert Documentation	✓	✓	✓
DigiCert Support Knowledge Base	✓	✓	✓
DigiCert Status & Cert Tools	✓	✓	✓
DigiCert Developer Portal	✓	✓	✓
Order Validation Processing			
Priority Queue			✓
Processing Priority	In Order Received	In Order Received	Initiated < 24 Hrs
Support Access Methods			
Chat	✓	✓	✓
Email	✓	✓	✓
Phone		✓	✓
Expected Hold Time			
Chat	In Order Received	5 Minutes	2 Minutes
Email	In Order Received	24 Hours	8 Hours
Phone	In Order Received	5 Minutes	2 Minutes
Severity Level Response Time			
Severity 1		30 Minutes	15 Minutes
Severity 2		2 Hours	1 Hour
Severity 3		8 Hours	4 Hours
RCAs and Review			✓
Premium Features			
Premium Client Manager			✓
Monthly Strategic Planning			✓
Self-Paced Training		✓	✓
Instructor Led Training	Additional Fee	Additional Fee	✓
DigiCert ONE Testing Environment			✓

About DigiCert

DigiCert is a global leader in intelligent trust. We protect the digital world by ensuring the security, privacy, and authenticity of every interaction. Our AI-powered DigiCert ONE platform unifies PKI, DNS, and certificate lifecycle management, to secure infrastructure, software, devices, messages, AI content and agents. Learn why more than 100,000 organizations, including 90% of the Fortune 500, choose DigiCert to stop today's threats and prepare for a quantum-safe future at www.digicert.com.

© 2025 DigiCert, Inc. All rights reserved. DigiCert is a registered trademark of DigiCert, Inc. in the USA and elsewhere. All other trademarks and registered trademarks are the property of their respective owners.

Get started today

Contact a DigiCert account manager or email sales@digicert.com.

