DigiCert® Premium Support

digicert®

Dedicated Customer Success Manager supporting your strategic goals

Overview

DigiCert® Premium Support pairs preferential service levels with a Customer Success Manager (CSM), 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 ongoing operational coordination and guidance.

Operational Planning & Change Readiness

Quarterly operational reviews covering support trends, risks, priorities and action items.

Enhanced support experience



Dedicated point of contact for escalations and operational coordination



Expedited validation processing and priority support case handling



Incident Root Cause Analysis for qualifying critical incidents



Faster response times across chat, email, and phone channels

Guided onboarding and supported adoption



Coordination of support resources for migrations, account/CA requests, and adoption initiatives



Assistance with processing Root/ ICA requests and test account setup



Coordination of DigiCert product training and other related knowledge

A dedicated operational advocate within DigiCert

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

Ongoing visibility into account usage, renewals, and organization validation

Timely communication of product, platform, and industry changes

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:

- 24x7 support access
- Expedited validation processing
- Premium customer portal (see below)
- Access to Instructor-led training and a dedicated testing environment
- Priority support with defined target response times
- Ongoing operational guidance and coordination from a dedicated CSM

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.

DigiCert customer support plans

DigiCert Support combines industry-leading technical expertise with proactive operational guidance to help customers deploy, operate, and optimize their DigiCert solutions.

Support plans scale from self-service assistance to strategic enterprise support with dedicated success resources that reduce operational risk and maximize business continuity.

Support Tier	Standard	Business	Premium
Primary Value	Resolve issues as they arise	Reduce operational risk through priority support and SLA-backed response times.	Reduce operational risk and maximize business continuity through proactive enterprise support.
Positioning	Self-service support	SLA-backed operational support	Strategic support partnership
Support Model	Reactive	Priority Operational	Strategic & Proactive
Support Channels	Digital support (AI, KB, Chat, Email)	Multi-channel support (Standard Channels + Phone)	Enterprise support (Business channels + Enterprise Support Portal)
Support Availability	24x5	24x7	24x7
Target Initial Response Times	Best effort	SEV1: 20m (phone call required) SEV2: 1.5h SEV3 6h	SEV1: 10m (phone call required) SEV2: 1h SEV3: 4h
Target Resolution Times	Best effort	SEV1: 1 business day SEV2: 3 business days SEV3: Commercially reasonable timeframe	SEV1: 4 hours SEV2: 1 business day SEV3: Commercially reasonable timeframe
Technical Support & Validation Queue Priority	Low Priority	Medium Priority	High Priority

Premium Enterprise Services (Direct)			
Customer Success Manager	No	No	Dedicated
Operational Reviews	No	No	Quarterly
Enterprise Support Portal	No	No	Included
Incident Root Cause Analysis	No	No	Included
Dedicated Testing Environment	No	No	Included
Instructor-Led Training	No	No	Included

**Premium CSMs coordinate across Support, Engineering, Product, and Customer Success to manage incidents, escalations, and ongoing operational needs. They do not provide technical support.*

Need deeper technical advisory?

Premium Support customers can add a Technical Account Manager (TAM) for proactive technical guidance, health and risk reviews, release readiness, adoption acceleration, and technical lifecycle planning. TAM services require an active Premium Support subscription.

SLA & Resolution Policy

- DigiCert commits to commercially reasonable efforts to meet target initial response and mitigation times based on issue severity.
- Target response and mitigation times represent goals, not guarantees, and may vary based on issue complexity, customer responsiveness, third-party dependencies, operational impact, and security considerations.
- Resolution targets do not apply to product defects, software bugs, feature limitations, third-party dependencies, or issues requiring code changes, architectural modifications, or future product enhancements.
- Issues requiring Product or Engineering involvement will be prioritized according to business impact, technical complexity, security implications, and product roadmap considerations.
- Where immediate resolution is not possible, DigiCert will provide commercially reasonable mitigation guidance, workarounds, status updates, and ongoing communication until a permanent resolution or workaround is available.