



SailPoint launches new Customer Success Center, empowering customers with educational content and self-service resources

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New center serves as the premier destination for customers seeking strategic program resources and curated identity security content

AUSTIN, Texas – May 14, 2024 – [SailPoint Technologies, Inc.](#), a leader in unified identity security for enterprises, has launched a digital Customer Success Center aimed at further enabling customers at all stages of their identity security journey. The Customer Success Center lives within the SailPoint Compass Community which boasts over 100K members. It provides SailPoint partners and customers with strategic program resources, personalized onboarding and success planning sessions, and curated content focused on identity security. This center is the premier destination for customers seeking to mature and ground their identity security program leveraging SailPoint's decades-long expertise and best practices.

"The Customer Success Center goes beyond the traditional, service-based customer engagement model," said Meredith Blanchar, Chief Customer Officer at SailPoint. "Our goal is to provide scalable, proactive resources alongside the personalized engagement opportunities that SailPoint customers have come to expect. We want our customers to feel empowered to take control of their identity security journey, and the Customer Success Center will provide a centralized hub for customers to engage with the educational content and self-service resources they need to improve their identity security posture with confidence."

The key features the Customer Success Center provides include:

- **Customer Success Corner:** The Customer Success Corner is the homepage for the center, featuring a wide range of essential guides plus direct access to the SailPoint Customer Success team.
- **Onboarding Guide:** The onboarding guide features a series of interactive tours and resources to facilitate a seamless experience for users as their identity security program gets off the ground and running quickly.
- **Success Planning Guide:** The center includes tools for crafting personalized success plans with the support of the SailPoint Customer Success team.
- **Customer Success Blog & Knowledge Base:** Stay up to date on identity security enablement, adoption, and thought leadership, specifically curated to address the challenges faced by SailPoint customers.

The new Customer Success Center reflects SailPoint's dedication to empowering customers, providing them with the tools and resources they need to get the most out of their identity solutions. The center streamlines the customer engagement process, providing a centralized location for accessing self-service resources, engaging with the Customer Success team, and staying informed on the latest updates and developments from SailPoint. The valuable, proactive resources offered through the center can accelerate time-to-value, streamline onboarding and overall product adoption and enhance the success of the identity security program. This center reflects SailPoint's commitment to a customer-first mindset, prioritizing customer enablement, adoption, and satisfaction.

SailPoint remains deeply invested in building and refining the digital customer experience, with a steadfast commitment to guiding customers through the identity security process. Future iterations of the center include plans that we believe will further enhance the customer experience through outcome-driven prescriptive product journeys, helping customers feel supported at every level of identity maturity. As identity security grows increasingly important for today's businesses, SailPoint believes it stands out in the market with its continuing emphasis on education and empowerment.

Read the [latest blog](#) from SailPoint's VP of Customer Success to continue learning about SailPoint's new Customer Success Center.

About SailPoint

SailPoint equips the modern enterprise to seamlessly manage and secure access to applications and data through the lens of identity – at speed and scale. As the category creator, we continuously reinvent identity security as the foundation of the secure enterprise. SailPoint delivers a unified, intelligent, extensible platform built to defend against today's dynamic, identity-centric cyber threats while enhancing productivity and efficiency. SailPoint helps the world's highly complex, sophisticated enterprises create a secure technology ecosystem that fuels business transformation.

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