



Getting Started with YubiEnterprise Services

YubiEnterprise Services enables organizations to efficiently procure and deliver strong authentication solutions globally and at scale. With YubiEnterprise Subscription, organizations have a service-based and affordable model for purchasing YubiKeys with benefits such as predictable spending, upgrades to the latest offerings, customer support and more. And, with YubiEnterprise Delivery, organizations experience turnkey authentication with shipping, tracking, and returns processing of Yubico products handled seamlessly by logistics experts, so they can focus on what matters – securing the workforce.

Customer success benefits

Yubico customers that purchase YubiEnterprise Subscription receive Yubico Customer Success Services to ensure smooth deployment of YubiKeys across the organization. As part of this process customers will receive the following benefits:

A dedicated Customer Success Manager (CSM): The CSM will be the dedicated liaison between the customer and Yubico. This is not a technical account manager, but a concierge that the customer can leverage to contact with any questions or for any concerns.

Kickoff meeting: Once a sales contract is in place, the CSM will facilitate an on-boarding session for the customer to introduce them to the Yubico ecosystem. This session will focus on the following topics:

- Team introductions and key points of contact
- Subscription license and details
- Inventory process: how to request inventory, and check existing inventory levels
- Introduction to the Bronze Support tier, and support process
- Access to an Operational Deployment Guide



YubiEnterprise Subscription

Procurement that's fast, predictable and cost-effective

YubiEnterprise Subscription simplifies how businesses procure, upgrade, and support YubiKeys. Subscription is available to customers with over 750 users.

Experience predictable OpEx spending by purchasing YubiKeys on a per user basis

Upgrade easily to the latest YubiKeys as they become available

Access Yubico experts with always-on technical support



YubiEnterprise Delivery

Easily put YubiKeys in the hands of your distributed workforce

YubiEnterprise Delivery is a global service that helps organizations deliver YubiKeys to remote and in-office users.

Experience cost-effective, turnkey delivery with shipping of YubiKeys to corporate and residential addresses

Easily place individual or bulk shipment orders for YubiKeys through an administrator console or integrate capabilities seamlessly into your existing workflows and service catalogs with public APIs

View shipping and tracking and inventory levels at a glance and generate reports for planning purposes

Deployment strategy assistance: The CSM will provide the customer with a coaching session to offer insights into operational best practices. This will include:

- An in-depth look at the Yubico Operational Deployment Guide
- Anticipated project timeline discussion along with a sample project plan
- Key metric suggestions and example reports for KPI assessment and tracking

30-60-90 check ins: After the onboarding and deployment strategy is complete, the CSM will continue to provide assistance and check-in with the customer on a 30 day cadence.

Executive Business Reviews (EBRs): On a mutually agreed upon cadence, the CSM will provide EBRs to track progress towards goals, assess performance of services and products, and to highlight new product developments and improvements relevant to the customer and the project.

Performance tracking: At regular intervals, the CSM will track and record satisfaction and performance of Yubico product/s and personnel, via surveys or other vehicles as deemed appropriate.

Logistics, security and delivery benefits

Government and other public sector agencies that purchase YubiEnterprise Delivery will receive the following logistics, security and delivery benefits:

Global delivery: Through the support of Yubico's logistics partner, [Sebastian Tech Solutions](#) (STS), Yubico is able to deliver to any country that is not identified as banned by the US Department of State. Standard shipping methods are used and customer orders are shipped out from a physical location that is within one hour of the FedEx Memphis hub. All shipping options include delivery verification and status updates per customer preference.

Secure facility: The STS office space and warehouse is located in Jonesboro, Arkansas. It meets the US Department of Defense security requirements, and provides the ability to have chain of custody documentation for all products. The space has a security system that is monitored 24/7/365. Further, access to the facility is limited to employees based on their specific work schedules. Only the Chief Executive Officer (CEO), Facility Security Officer (FSO), and CDO (Chief Data Officer) of STS have 24/7/365 access to the facility. There are also additional physical controls applied to the storage of YubiKeys. Access to the storage areas and containers is limited to the FSO, CEO, and one additional employee. The YubiKeys are stored in a deadbolt-locked room, inside a YubiKey-only access container which uses a separate key from the door. Furthermore, knowledge of the YubiKeys and their location is limited to personnel on a need to know basis. The employees of STS are DoD-cleared personnel, with the exception of two personnel who are not part of the YubiKey supply chain and who have limited access to the facility.

Bonded warehouse: The STS facility and its contents are bonded under a \$5,000,000 umbrella per occurrence.

Customer-specific self-service web portal: STS will stand up a web portal customized to a customer's needs within days (and not weeks). This includes custom access, product options, shipping, and any other requirements levied by the customer. These "storefront" web sites enable authorized customer personnel to order YubiKeys per custom pricing agreed upon between Yubico and the customer. STS is able to stand up a custom storefront, with access controls for the customer to get YubiKeys into its users' hands via a self-service mechanism.

All of the web portals are ADA-compliant, as per Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998. Further, STS has used the WCAG (Web Content Accessibility Guidelines) 2.0 for reference in building sites, because the Department of Justice is referencing these guidelines in its rulings.

Credit card processing security: The STS ecommerce software used to process credit cards is certified Level 1 PCI DSS compliant.

PII / Data privacy compliance: STS only stores personal identifiable information (PII) on an IL4 (Impact Level 4) compliant server that is serviced exclusively by vetted U.S. Citizens and is stored within the continental United States (CONUS). Access to this information is strictly limited to personnel who require it to do their jobs.

Shipping: Ability to send and receive in Tamper-Evident packaging with receipt confirmation. STS secures products in tamper-evident packaging for shipping, and supplies instructions to receivers for how to recognize signs of tampering. STS also uses package tracking and confirmation receipt with the standard shipping options currently implemented.

Serialized asset tracking: STS has the ability to track serial numbers for each key sent to each user if required by the customer.

User experience: STS is unrivaled in its track record for fulfilling requirements

ServiceNow/Ariba connection: STS has an established Ariba account and is able to use this connection to obtain orders.