



**Identity
Automation**

Identity Automation LP

7102 N. Sam Houston Pkwy. W. Ste 100
Houston, TX, 77064

Renewal Quote

Quote Number: Q-32501
Date Generated: 1/13/2026
Expiration Date: 7/11/2025

Prepared For:

DeKalb County School District

1701 Mountain Industrial Blvd.
Stone Mountain, GA 30083

Kermit Belcher

kermit_belcher@dekalbschoolsga.org

Annual Subscription Cost

Item	Description	Term	Quantity	Unit Price	Total
RID-C-WORK12	2025 Workflow K-12 Education Qualified User - Annual Subscription	6/9/2026 - 6/8/2027	6,500	\$5.83	\$37,895.00
RID-C-LIFE12	2025 Lifecycle K-12 Education Qualified User - Annual Subscription	6/9/2026 - 6/8/2027	6,500	\$26.82	\$174,330.00
SUP-S-ADVNC	2025 RI Advanced+ Support - Annual Subscription	6/9/2026 - 6/8/2027	1	\$15,000.00	\$15,000.00
Annual Subscription Cost TOTAL:					\$227,225.00

Grand Total: \$227,225.00

Sales Tax not included. Will be added at time of invoicing, if applicable.

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Service Units are billed up front and expire after a year

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To execute on this quote please provide a purchase order. Purchase orders can be sent to orders@identityautomation.com.



RapidIdentity Support Plans

At Identity Automation, we're dedicated to providing exceptional support that empowers your organization to thrive. With every subscription or license, you gain access to reliable, expert assistance for all RapidIdentity Cloud configurations and the ability to submit feature requests to shape the future of the platform. Our support plans are crafted to meet your needs, ensuring your team stays productive and your operations uninterrupted.

Each plan includes a guaranteed 15-minute response time during standard support hours, so you're never left waiting. Emergency support is available 24X7, delivering peace of mind even during after-hours emergencies. With Identity Automation, your team is always backed by responsive, proactive support to keep you moving forward.

Feature	Advanced	Advanced +	Pro	Pro +	Enterprise
Help Center					
6 am-6 pm Central U.S. Time Email, Web, Phone Support					
24 X 7 Critical Case Support					
Service Units <i>(expire annually)</i>		10	30	50	50
Tier 2 SLAs					
Technical Account Manager					
Dedicated Slack Channel					

Managed Support Plan Details and Pricing are available exclusively for State and Large District Customers. This comprehensive plan provides a Dedicated Technical Support Lead, proactive monitoring of production-critical RapidIdentity processes, and complete management of your RapidIdentity environment.

Designed to ensure seamless performance and peace of mind, our Managed Support Plan offers unmatched support and oversight tailored to your organization's scale and needs.



Any unique challenges the district faced were accommodated by the professional services team at Identity Automation. Regardless of the engineer working on your implementation, the insight and quality of support exceeded expectations.

Matt Roper, Supervisor of Network and Security Services,
Cherokee County School District.

Every RapidIdentity implementation includes robust support, packed with features and resources designed to ensure your success:

Help Center

Your central hub for all things support—easily access FAQs, product guides, training videos, and log cases. Here, you can view and update cases, engage with the support customer community, submit feature requests, review product errata, and more.

Commitment to Excellence

We hold ourselves to the highest standards in SaaS delivery. Our DevOps and Security teams are top-tier experts dedicated to safeguarding your data and ensuring seamless operations. Our practices include:

- Change Management
- Alerting, Monitoring, and Logging
- Data Security
- System Patching
- Continuous Improvement

We take pride in our commitment to excellence. For detailed insight into our security and operational controls, request a copy of our latest SOC-2 report—a comprehensive third-party audited document validating our rigorous service standards.

Please review our Master Subscription Agreement Terms and Conditions for further details on our contractual commitments to security and uptime.

Tier 2 SLAs

Response times are prioritized to ensure swift and effective support once a ticket is escalated from Tier 1 to Tier 2. Our maximum response times, based on ticket priority, are as follows:

	Professional +	Enterprise
Critical	2 hours	1 hour
Major	2 BDs	8 hours
Minor	4 BDs	2 BDs

Technical Account Manager

Supporting complex Enterprise implementations demands continuity. That's why we offer a dedicated Technical Account Manager with our Enterprise plan—to ensure your team always has a knowledgeable partner who understands your unique environment and needs.

Dedicated Slack Channel

Stay connected with your Technical Account Manager through a dedicated Slack channel for Enterprise customers. While standard support cases follow our usual processes, this channel enables quick check-ins, questions, and direct communication, bringing support closer to your daily operations.

Service Units

As your organization evolves, so does your RapidIdentity environment. With our Professional and Enterprise plans, you'll have direct access to our world-class Professional Services team to keep your implementation current and optimized.

Common Use Cases for Service Units

Use Case	Description
Custom Action Sets	Custom action sets can be used for a variety of automated workflows that allow you to get the most out of your digital identity platform. Common use cases include: • Filtering a subset of accounts and exporting them to a .csv file or other target, such as a customer-owned FTP server, to easily merge data for business analytics or other work. • Syncing groups to Active Directory, Google Workspace, Microsoft 365, or other systems.
Advanced Sponsorship	Enhance the standard account provisioning use case with advanced sponsorship policies that allow you to customize policies to conform to your organization's unique workflows, such as originating accounts outside the student information system (SIS) or human resources management system (HRMS).
One-On-One Connect Training	Especially useful for developers, one-on-one training helps administrative power users use our low code environment to create custom action sets that make RapidIdentity the industry's most flexible digital identity platform. Advanced training for portal configuration, account maintenance, roles, and configuration policies.
Review Authentication Policies	Conduct a detailed review of your authentication policies with a cybersecurity expert to ensure that your policies are optimized for the experience of your users and the need to protect your organization from account takeovers.

