Negotiating with
Okta

Overview

Introduction

Okta uses a per-user pricing model with all employees typically needing accounts. Support costs are tied to total contract value with Silver at 15% and Gold at 25% of SaaS fees.

Willingness to Negotiate

New Business

Reasonable

Renewals

Challenging

Negotiation Strategy

Pricing Models & Packages

- Single Sign On (SSO) base product
- Adaptive MFA as common add-on
- Lifecycle Management available
- Support fees based on total spend tier

Reduction Strategy

- Audit license usage
- Review seat counts
- Consider tier changes
- Document unused items

Growth Strategy

- Project user growth
- Bundle features
- Time expansions well
- Use volume tiers

More Resources

Avoid These 4 Mistakes in Your Next SaaS Negotiation

Learn from expert negotiators and avoid the common mistakes during SaaS negotiations.

View

How to Negotiate Seat-Based Contracts

Explore 6 tips from procurement expert Zach Wolf on how to navigate per-user agreements.

View

How to Negotiate a Usage-Based Contract

Explore how usage-based contracts work, plus tips for negotiating them.

View

Negotiation Tactics

Contract Duration

- Push for multi-year terms
- Target price protection
- Lock in discounts
- Avoid annual increases

Budget Pressure

- Show spending limits
- Present executive approval
- Target cost reduction
- Link to initiatives