

ADMIN CONSOLE > ONBOARDING

Customer Success Hub

An abstract graphic consisting of numerous thin, light gray wavy lines that flow horizontally across the page, creating a sense of movement and depth.

View in the help center:

<https://bitwarden.com/help/customer-success-hub/>

Customer Success Hub

This resource hub provides IT and security leaders with a proven path to password security success, offering a curated set of guides, checklists, resources, and milestones.

Customer Success Hub			
Awareness	Evaluation	Onboarding	Success
Discovery Validation	Requirements Assessment Decision	Training Setup Prep/rollout Adoption	Impact Leadership Innovation

customer success hub image

Awareness: Discovery and validation

You’re new to enterprise password management and recognize the need for better password security within your organization. These materials will help you understand your options and make an informed decision.

- [Why enterprises need password management](#): This resource outlines why securing credentials is foundational to every other security investment you make.
- [Credential management in the enterprise](#): Besides passwords, your enterprise needs to protect secrets, passkeys, and more. Learn how Bitwarden offers centralized control and governance across all types of credentials, not just passwords.
- [Password management maturity model](#): This model helps you benchmark progress, identify gaps, and chart a path toward a mature, secure, and scalable approach to password management.

Evaluation: Requirements, assessment, decision

For teams that are actively comparing, evaluating, and trialing solutions, the resources below will help you see how Bitwarden fits your needs.

Set requirements

- [Critical capabilities for enterprise password management](#): Explore the must-have features that set enterprise-grade password managers apart, from secure credential sharing and role-based access control to integration with SSO, SCIM provisioning, and audit logs.
- [Password management for global organizations](#): Learn how Bitwarden supports distributed workforces with multilingual interfaces, compliance, and secure access for users in every location, ideal for multinational teams operating at scale.
- [The credential lifecycle starts with central ownership](#): Understand why centralized control over credentials is foundational to security. See how Bitwarden enables IT and security teams to manage credential creation, storage, access, rotation, and revocation across the full

lifecycle.

Make an assessment

- [Prepare your trial for production](#): Get the most from your Bitwarden trial. This resource walks you through key setup steps and considerations to ensure your trial mirrors a production-ready environment.
- [Enterprise trial guide](#): A step-by-step guide to planning, configuring, and evaluating a successful enterprise trial of Bitwarden.

Leadership alignment

- [InfoTech Data Quadrant Report](#): See how Bitwarden ranks across key satisfaction and feature categories in a third-party comparison of password management vendors, based on real user feedback from IT leaders.
- [G2 Grid Report](#): Bitwarden top rankings in the G2 Grid Report reflect high satisfaction, ease of use, and market presence. Compare peer reviews and ratings to see how Bitwarden stacks up against competitors.
- [Convince your leadership team](#): Arm your executive stakeholders with data on password-related risks, user behavior, and IT priorities, based on enterprise customer findings from security and IT professionals across industries.
- [Build company-wide alignment](#): Learn how security conscious organizations secure buy-in from executives and champion a security-first culture, starting at the top.

Onboarding: Training, setup, and rollout

Congratulations! You've selected Bitwarden as your password manager. Now it's time to implement Bitwarden into your current systems, train your teams, prepare for a successful deployment, and introduce password management to users across your company.

Technical foundation setup

- [Enterprise Password Manager implementation guide](#): Step by step instructions on how to successfully launch Bitwarden Password manager across your teams
- [Cloud setup checklist](#): A checklist to guide your team through setting up Bitwarden in the cloud. Covers key steps from account creation to policy configuration.
- [Self host setup checklist](#): A checklist for a successful self-hosted deployment, including infrastructure requirements and installation steps.

Prepare for rollout

- [Bitwarden onboarding playbook](#): A comprehensive 5-phase implementation roadmap for IT administrators, complete with actionable checklists and step-by-step recommendations to ensure successful user adoption across your organization.
- [Announcement slide deck template](#): Slide deck template to announce the Bitwarden Password Manager to your whole organization.
- [Welcome email templates](#): Email templates to announce the Bitwarden Password Manager rollout to your end users, administrative users, and IT teams.

- [Admin team onboarding emails](#): Onboarding emails automatically sent to new business admins and owners. Read them all at once or grab them and adapt them to your team's needs.
- [Onboarding workflows](#): Guidance for onboarding users across different organizational setups, whether you're using SSO, SCIM, manual provisioning, or directory sync.
- [Onboarding checklist](#): A practical, ready-to-use checklist to help IT and security teams confidently onboard users to Bitwarden.

Adoption: Training, engagement, and building momentum

How do you ensure your investment pays off, with everyone using Bitwarden and embracing new password security habits? These materials will help you boost engagement and usage, while preparing your team to adopt advanced features.

Drive strong usage and behavior change

- [End-user adoption emails](#): Emails automatically sent to Bitwarden Enterprise and Teams admins and owners to help increase overall team adoption of their new password manager. Read them all at once or grab them and adapt them to your team's needs.
- [Change management success story](#): These change strategies helped this customer achieve 90% adoption in under 4 months.
- [Adoption checklist](#): This checklist helps ensure Bitwarden becomes an everyday part of your team's security habits.

Get the most out of Bitwarden

- [Bitwarden newsletter](#): Stay informed and knowledgeable on the latest from Bitwarden.
- [Product updates](#): Get release news for product enhancements and capabilities.
- [Bitwarden community](#): Where security enthusiasts gather for feature requests, best practices, and tips.
- **Custom training**: Dig deeper into advanced functionalities with dedicated training sessions for select customers. Reach out to your account representative for details.

Success: Impact, leadership, and innovation

You've built a team of password security champions, you're achieving security improvements by minimizing password risks. Now, it's time to showcase your security success internally and externally.

Prove Bitwarden is paying off

- [Security impact report](#): Use these insights to build a strong, data-backed business case for investing in enterprise password management.

Share your success, contribute to the security community

- [Open Source Security Summit](#): Share your expertise, spotlight your team's innovation, and contribute to thought leadership shaping the future of secure open source software.

- [Customer reference and success story program](#): Highlight your achievements through case studies, speaking engagements, and press features, while building your brand as a security-forward leader.
- [Influence product roadmap](#): As a valued customer, your feedback helps guide development priorities.
- [Bitwarden on GitHub](#): Explore the Bitwarden codebase, contribute to the community, and stay informed on active development.