Enterprise Owner

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An Enterprise can name one person as its Enterprise Owner: the same authority as an Enterprise Admin, plus the only say in closing the Enterprise.

Introduction

Most decisions in an Enterprise can be made by whoever reaches them first, and that's fine. Closing the whole Enterprise is the one that probably shouldn't be.

Naming an Enterprise Owner is how you narrow that one decision to a single person. The role is optional, and plenty of Enterprises never name one and run perfectly well without it. What naming one does is put a single name against the end of the Enterprise, instead of leaving that authority spread across everybody holding Enterprise Admin. Nothing else about the role changes, so nobody loses anything they already had.

It's worth doing when your organization wants that decision to have an obvious owner on paper, which is usually a governance question rather than a Pipeline one. If yours doesn't need it, leaving the role unnamed is a legitimate choice and not an oversight.

How It Works

One difference defines the role, plus what happens when nobody holds it.

The Same Authority, Plus One

An Enterprise Owner has everything an Enterprise Admin has — the portal, every account, billing, permissions. The difference is a single additional authority: closing the Enterprise.

If Your Enterprise Has an Owner

The Owner is the only person who can close the Enterprise. Enterprise Admins keep all their other authority; that one decision sits with the Owner alone.

If It Doesn't

Any Enterprise Admin can close the Enterprise. If that isn't what you want, naming an Owner is how you narrow it.

Change Who Holds It

Only the current Enterprise Owner can hand the role to someone else, and like every Enterprise-level change, it comes to us in writing.

Change Ownership of Your Enterprise

Ask us to move the Enterprise Owner designation to someone else.

Who Can Do This: Only the Enterprise Owner.

To change ownership of your Enterprise:

1. From your Enterprise Owner profile, click [Help] in the upper-right corner and choose [Get Help], or email help@paperlesspipeline.com from the address on your profile.
2. Tell us who should become the Enterprise Owner.
3. Send the request and watch for our reply with the next steps.

We'll come back with what we need to complete the change, then confirm once the new Owner is in place.