

WhiteHat Security Support Plus

Superior Customer Support for WhiteHat Sentinel Users

WhiteHat Security Support Plus program provides superior customer support at a variety of levels to ensure that customers are leveraging all the website security information delivered by Sentinel. With more than 1,500 websites under management, many in the Fortune 500, WhiteHat's customer support team has gained superior technical knowledge. WhiteHat's unrivaled website security perspective allows us to deliver the resources customers need to regain control over their website risk management programs, reduce risk, and improve their security and development processes.

All WhiteHat Sentinel service levels include access to our Customer Support Portal, WhiteHat's exclusive Web support portal providing instant access to log, track and update cases online. It also offers the latest security information, FAQs, training information and product documentation. Within the online support community, you can recommend WhiteHat Sentinel product enhancements directly to product management and development teams. There are currently three levels of WhiteHat support available to all Sentinel customers: Standard, Silver and Gold.

WhiteHat Support Plus – Standard

This level of support is included with all WhiteHat's Sentinel subscriptions. WhiteHat Standard Support provides multiple contact options: with Standard support, you have access to our Web Support Portal, can send us email or call the direct WhiteHat support phone number. From the support portal you can submit your service requests 24 hours a day to WhiteHat Customer Support engineers.

Standard Support also offers unlimited WhiteHat Sentinel interface training, provided on demand, via a webinar. WhiteHat Security will instruct your staff on the best approach to utilizing the full features and information provided through the Sentinel interface.

Finally, all WhiteHat Sentinel customers will receive an annual review intended to provide insight into and best practices for your overall use of the WhiteHat Sentinel Service.

Standard Support includes:

1. 24x7 access to the Customer Support Portal
2. Sentinel interface training
3. Annual service review

WhiteHat Support Plus – Silver

WhiteHat Silver Support is available to our customers whose businesses depend on the WhiteHat Sentinel service for applications that may be mission-critical and only require same day business hour support services.

As you expand or replace members of your Web development and security staff, it is critical you provide them a training plan to get them up to speed quickly. In addition to ongoing WhiteHat Sentinel training, the Silver program includes Web-based training for three members of your development and/or security staff from the experts at WhiteHat Education. And, you will receive discounts on other WhiteHat Education courses.

In addition to all the services included with Standard Support, Silver Support provides:

1. Accelerated response times
2. A dedicated security operations team familiar with your Web environment
3. Quarterly service meetings to review issues and changes in your environment
4. CBT Training (3 user licenses)¹
Course: "Introduction To Web Application Security"
5. Custom vulnerability guidance²
6. 10% discount on Education Services

WhiteHat Support Plus - Gold

WhiteHat Support Plus Gold includes an industry first – a dedicated Technical Account Manager (TAM). A highly skilled security professional, the TAM helps ensure that issues are resolved quickly by facilitating support requirements and escalating resolution requests when necessary. Through monthly status calls, the TAM will proactively manage service requirements including review open vulnerabilities and various case management ensure proper closure.

Key Benefits of the Program

Your dedicated TAM is a highly-skilled security professional who helps ensure that your issues get resolved quickly by proactively facilitating support requirements and escalating resolution requests when needed. By working closely with your team, the TAM will foster a personalized support relationship. Your company will have access to WhiteHat Security's latest development plans via webinars and personalized roadmap presentations.

Service Reviews

The TAM will schedule, manage, and execute monthly status calls with your team and schedule semi-annual onsite visits. This enables the TAM to proactively manage your service requirements and provide leadership in developing your Web security strategies.

In addition to all the services included with Silver Support, Gold Support provides:

1. A dedicated TAM
2. Semi annual onsite visits
3. Priority response and service level agreements
4. One day onsite seminar "Building the Business Case for Website Risk Management"
5. Custom Vulnerability Guidance²
5. 15% discount on Education Services

	Standard	Silver	Gold
Access to the Customer Support Portal Case Management, Security Documentation Knowledgebase & FAQ's	24x7	24x7	24x7
Sentinel Interface Training	YES	YES	YES
Service Request Response Time*: (Cases submitted during business hours: M-F, 8:00 AM – 5:00 PM PT)	Next business day	8 business hours	1 hour - Critical (24x7) 4 hours - Serious
Annual Service Reviews	YES	YES	YES
Quarterly Service Reviews	N/A	YES	YES
Monthly Service Reviews	N/A	N/A	YES
Dedicated WhiteHat Security Engineering Team	N/A	YES	YES
Custom Vulnerability Guidance ²	N/A	YES	YES
WhiteHat Security Education Services Discounts	N/A	10%	15%
CBT Training (3 user licenses) ¹ Course: "Introduction to Web Application Security"	N/A	YES	YES
One day onsite seminar (T&E not included) Seminar: "Building The Business Case for Website Risk Management"	N/A	N/A	YES
Priority Service Level Agreements (SLA) Resolution Severity 1 – Critical – 1 business day Severity 2 – Serious – 3 business days	N/A	N/A	YES
Technical Account Manager	N/A	N/A	YES
TAM Semi Annual Onsite Visits (T&E not included)	N/A	N/A	YES

* Cases logged via customer support portal

¹ **Introduction to Web Application Security:** This online training course teaches security analysts and web application developers the basics of web security. The course is highly interactive and provides lab exercises for a hands-on approach to understanding the most prevalent and dangerous Web application vulnerabilities. The course starts with a quick introduction to HTTP, ensuring that the components and interactions of the protocol that are exploited by attacks are well understood. The course then walks through several Web attack techniques to teach developers and security analysts to look at application's from an attacker's perspective so that they may learn both how and why applications must be secured. The course looks in depth at the two most dangerous and common form of web attack: SQL Injection and Cross-Site Scripting.

² **Custom Vulnerability Guidance:** WhiteHat Security assists Support Plus Gold and Silver customers with two critical vulnerability reviews. This two part review first provides a custom vulnerability exploitation example (proof of concept – PoC) and the second provides additional remediation guidance to developers.



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