



# WhiteHat Sentinel Customer Support

## WhiteHat Sentinel Support Team

WhiteHat Sentinel helps protect critical data, ensure compliance, reduce risk, and identify vulnerabilities across your ecosystem from websites and source code to mobile applications. Our Support Team is a group of people working together with our customers to build a solid service, with accountability and trust.

We believe in our people. WhiteHat take pride in finding the right people who have the skills, passion and motivation to uphold these principles, and training them in Application Security to act as an extension of your security project team. There are two levels of support available to Sentinel customers: Standard and Premium.

### HIGHLIGHTS

Keep your business running in production with quick response times. WhiteHat Sentinel assesses live production applications safely, without impacting performance or your bottom line. Whenever you need expert assistance, we are just a click, email, or phone call away.

Access our Customer Success Center to log, track, and update cases online. The Customer Success Center also offers the latest security information, FAQs, training information, and product documentation.

### IMPORTANT CONTACTS

For assistance, email:  
[support@whitehatsec.com](mailto:support@whitehatsec.com)

For eLearning assistance:  
[educationalsupport@whitehatsec.com](mailto:educationalsupport@whitehatsec.com)

# Support Levels

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## STANDARD

Standard Support is included with all WhiteHat Sentinel subscriptions. It provides multiple contact options, such as access to our secure Customer Success Center, email access, or via a direct phone number. Standard support includes Ask-a-Question functionality within Sentinel.

### CUSTOMER SUPPORT HOURS ARE:

12:00 AM – 7:00 PM PST, Monday through Friday, excluding holidays.

## PREMIUM

Premium Support is designed for enterprise customers who require a more personalized, proactive support relationship. A key goal for this program is to align people, processes and technology to achieve operational readiness. Premium support includes accelerated and priority response times, 24x7 escalation for critical issues and a Designated Support Engineer (DSE.) The DSE provides remote product support, working closely with your security and development teams to ensure rapid problem resolution.

### PREMIUM BENEFITS INCLUDE:

- A Designated Support Engineer
- Dedicated support engineering to handle or oversee your cases until resolution.
- Up to 10 hours per week

### DESIGNATED SUPPORT ENGINEER:

Your Designated Support Engineer is a highly-skilled security professional who facilitates support requirements and escalates resolution requests to ensure that your issues are resolved quickly. Based on monthly business reviews, the DSE will manage your service requirements, including the review of open vulnerabilities and the management of each case to ensure proper closure. The DSE coordinates support services and collaboration between WhiteHat Security, your web application business owners, developers, and security teams to ensure the highest level of effective communication.

# Support Features

SUPPORT FEATURES	STANDARD	PREMIUM
<b>Customer Support Web Portal</b> <ul style="list-style-type: none"> <li>Case Management</li> <li>Sentinel Documentation</li> <li>API Documentation</li> <li>Case Entry</li> </ul>	✓	✓
<b>Email / Phone support during business hours:</b> <ul style="list-style-type: none"> <li>US EST: 8am - 10pm</li> <li>US PST: 5am - 7pm</li> <li>EMEA: 8am - 6pm BST (Belfast)</li> </ul>	✓	✓
<b>Service Request Response Time:</b> <ul style="list-style-type: none"> <li>cases submitted during business hours: M-F 6:00 AM – 7:00 PM PST</li> </ul>	Next Business Day	1 hour - Critical (24x7) 4 hours - Serious
<b>Escalations (critical issues):</b> <ul style="list-style-type: none"> <li>Email / Phone 24/7</li> </ul>		✓
<b>Designated Support Engineer</b> <ul style="list-style-type: none"> <li>Up to 10 hours a week</li> </ul>		✓

## CUSTOMER SUPPORT WEB PORTAL

All customer support reference materials may be found on our Customer Support Portal:

<https://www.whitehatsec.com/customers/support/>

If you are unable to find a solution from the documentation provided, you can create a support case using one of three methods (see table for resolution details):

- Via the Customer Support Portal - <https://whitehatsec.secure.force.com/sitelogin>
- By opening a ticket or query via email to [support@whitehatsec.com](mailto:support@whitehatsec.com)
- By calling WhiteHat support in the US - (408) 343-8340
- Or in EMEA at +44 (0)28 9507 2432

LEVEL	TRIAGE DESCRIPTION	TRIAGED RESPONSE TIME
<b>SEVERITY 1</b> Mission Critical	<ul style="list-style-type: none"> <li>Sentinel Services Down – Any problem with Services within WhiteHat's control that completely bars customer from accessing services.</li> <li>Software defect leaving the system open to attack</li> </ul>	< 2 Hours
<b>SEVERITY 2</b> Serious	<ul style="list-style-type: none"> <li>Sentinel Services Impaired – Any problem within WhiteHat's control that limits customer ability to run an assessment, access major portions of the Service, or retrieve results.</li> </ul>	< 4 Business Hours
<b>SEVERITY 3</b> Medium	<ul style="list-style-type: none"> <li>Sentinel Service has errors and is still fully functional</li> <li>Most vulnerability questions</li> </ul>	< 12 Business Hours
<b>Severity 4</b> Low	<ul style="list-style-type: none"> <li>General question</li> <li>Recommendation for future product enhancement</li> </ul>	48 Business Hours