

CUSTOMER SUPPORT

Your WhiteHat Support Team

WhiteHat Security delivers the best-in-class customer service and technical support to assist and resolve problems critical to your business. Our support organization is a dedicated team of technical experts working together with our customers to provide the most effective and timely support, with accountability and trust.

There are two levels of support available to Sentinel customers: Standard and Premium.

STANDARD SUPPORT	<ul style="list-style-type: none">✓ Access to our secure Customer Support Portal to review knowledge articles and to create and view support cases. Standard Support also includes Ask-a-Question help from vulnerability team specialists within Sentinel.✓ Customer Support hours are 12:00 AM – 7:00 PM PST, Monday through Friday, excluding holidays.
PREMIUM SUPPORT	<ul style="list-style-type: none">✓ A Technical Account Manager as your on-going contact to guide and assist✓ Enables faster resolution, regular reporting, internal advocacy, and direct access✓ Up to 10 hours per week✓ All features of our standard support



IMPORTANT CONTACTS

To contact WhiteHat Support, email:
support@whitehatsec.com

For eLearning assistance, email:
educationalsupport@whitehatsec.com

Support Services

Whenever you need expert assistance, we are just a click, email, or phone call away.

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



Keep your business running in production with quick response times, without impacting performance or your bottom line.

SUPPORT FEATURES	STANDARD	PREMIUM
Customer Support Web Portal <ul style="list-style-type: none"> Case Management Case Entry API Documentation Sentinel Documentation 	✓	✓
Email / Phone support during business hours: <ul style="list-style-type: none"> M-F 12:00 AM – 7:00 PM PST 	✓	✓
Service Request Initial Response Time: <ul style="list-style-type: none"> Cases submitted during business hours: M-F 12:00 AM – 7:00 PM PST 	24 Hours	1 Hour - Critical (24x7) 4 Hours - Serious
Escalations (critical issues): <ul style="list-style-type: none"> Email / Phone 24/7 		✓
Technical Account Manager <ul style="list-style-type: none"> Up to 10 hours a week 		✓

CUSTOMER SUPPORT WEB PORTAL

All customer support reference materials may be found on our support page: <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:

- Via the Customer Support Portal <https://whitehatsec.secure.force.com/site/login>
- By opening a ticket or query via email to: support@whitehatsec.com
- By calling WhiteHat support in the US at (408) 343-8340
Or in EMEA at +44 (28) 959 20618

Incident and Issue Levels

LEVEL	SEVERITY DESCRIPTION	INITIAL RESPONSE TIME	
		STANDARD	PREMIUM
SEVERITY 1 Mission Critical	<ul style="list-style-type: none"> Sentinel Services Down – Any problem with Sentinel Services within WhiteHat’s control that completely prevents customer from accessing services. Suspected breach of an asset currently being scanned by WhiteHat. 	< 2 Hours	< 1 Hours
SEVERITY 2 Serious	<ul style="list-style-type: none"> 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. BLA Credential issues 	Next Business Day (24 hours)	< 4 Business Hours
SEVERITY 3 Medium	<ul style="list-style-type: none"> Sentinel Service has errors and is still fully functional Most vulnerability questions (Ask a Question) Scanner Issues (scan progress, scan coverage questions) 	Next Business Day (24 hours)	Next Business Day (24 hours)
Severity 4 Low	<ul style="list-style-type: none"> General question Recommendation for future product enhancement 	Next Business Day (24 hours)	Next Business Day (24 hours)