



PREMIUM SUPPORT

Keep your Business Up and Running in Production with Quick Response Times

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 Technical Account Manager (TAM). The TAM provides remote product support, working closely with your security and development teams in managing support services, vulnerabilities review, and more to ensure rapid problem resolution.

Saving you time and effort, our premium support service delivers highly responsive, personalized experience and improves return on your WhiteHat Security investment.

STANDARD SUPPORT

- ✓ 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

- ✓ 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

Technical Account Manager

Your Technical Account Manager 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 TAM will manage your service requirements, including the review of open vulnerabilities and the management of each case to ensure proper closure. The TAM 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.



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/sitelogin>
- 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)