

WhiteHat

PROFESSIONAL SERVICES

Deploy and Scale your Application Security Program with Confidence

Utilize best practices. Execute confidently. Achieve your goals.

It is a great challenge to build, manage and grow a successful application security program from the ground up. Not only from a planning and a resource allocation perspective, but also because it is easy to get mired in day-to-day tactical operations and lose sight of the big picture strategy. Whether you are creating your first AppSec program or rapidly expanding and need expert program management to move security left in your software development lifecycle, we can help.

WhiteHat Security, a leader in the Gartner Magic Quadrant for Application Security Testing, empowers true DevSecOps by continuously assessing the risk for software assets. We help you to embed security throughout the software development life cycle (SDLC). WhiteHat Sentinel, supported by our Professional Services team can bridge the gap between your security and the development side of your digital business. Our customers continue to value our strong support services, and this is consistently reflected in our high ratings on Gartner's Peer Insights.



Experienced subject matter experts invested in your success

From onboarding to defining and scoping integrations, our highly-skilled Professional Services team works together with you with accountability and trust.



Empowering your team with Program Management Services

The designated Program Manager works with the stakeholders to develop and execute an application security strategy tailored to your diverse and distributed development needs.



On-demand and Premium Support

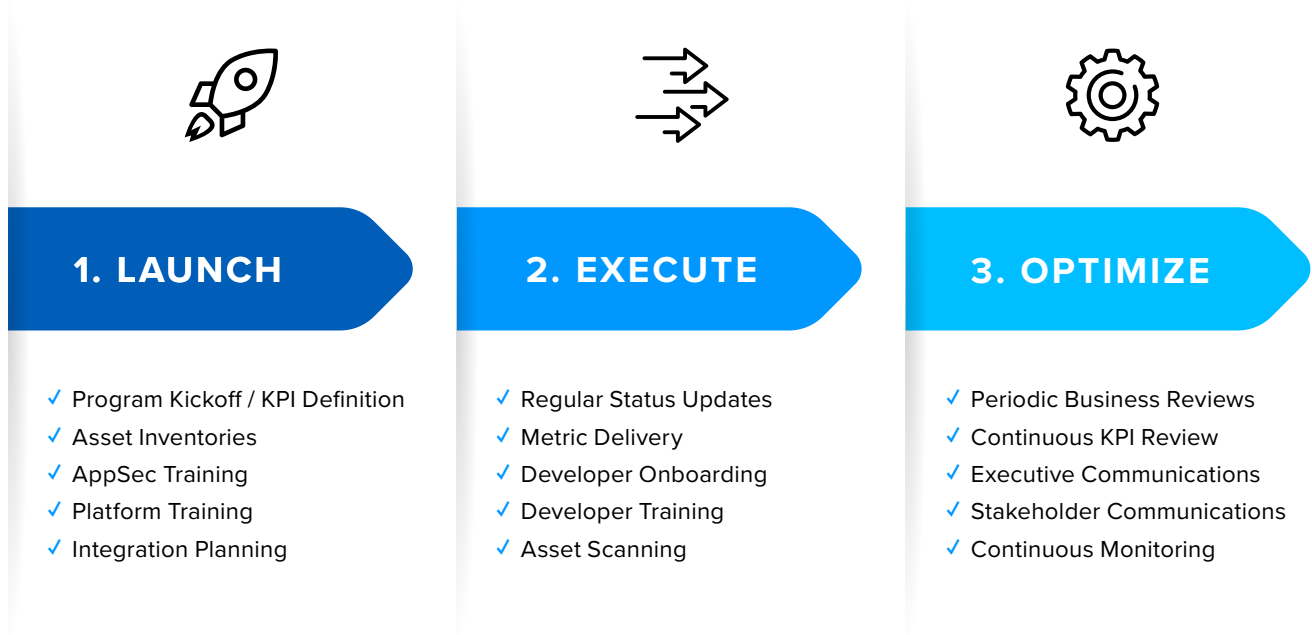
Premium support includes accelerated and priority response times, 24x7 escalation for critical issues and a personalized engagement with your Technical Account Manager to ensure that your issues are resolved quickly.



Maximum performance with minimum downtime

The WhiteHat Security team is truly your trusted pit crew keeping you up and running, with little to no downtime, so you can confidently run your business and thrive.

A Proven Repeatable Process



PROGRAM MANAGEMENT	Focuses on value-driven objectives to achieve your risk management goals faster. Includes program management services for up to the number of purchased hours per month (options from 8, 16 or 32 hours a week). Program Management is an annually renewable service.
PROFESSIONAL SERVICES	SOW-based needs are addressed easily and effectively with the help of our technical security professionals. Includes application testing services as detailed in the contract.
PREMIUM SUPPORT	On-demand, direct access, with fast response times gets you back in control in no time! Premium support includes accelerated and priority response times, 24x7 escalation for critical issues and a designated Technical Account Manager (TAM).
WHS ONBOARDING	Get up and running faster! Includes deployment planning, onboarding training, Web Application onboarding, setup and configuration assistance, coverage review and optimization, one-on-one vulnerability review, and dedicated support, to achieve initial value success quickly for one (1) Web Application. Onboarding is required for new customers with a 1-year service agreement.

The WhiteHat Professional Services Advantage:

- ✓ Seamless onboarding
- ✓ Assistance on risk assessments
- ✓ Design and configuration review & validation
- ✓ Custom trainings
- ✓ Program management
- ✓ Your partner in ongoing success
- ✓ Access to highly-skilled security engineers
- ✓ On-demand retests

PROGRAM MANAGEMENT

The WhiteHat Security Program Management service is designed to ensure successful creation and adoption of an application security program within your organization. We enable high performing, measurable, scalable, and repeatable AppSec programs that are best suited to your requirements. The designated Program Manager works with your stakeholders to develop and execute an application security strategy tailored to your diverse and distributed development needs.

Program Management Service is an annually renewable service that includes the services of a designated Program Manager and a Technical Account Manager (or multiples of each depending on your needs).



Program Management enables organizations to reduce their risk in less time, across more apps, and with less in-house resources.

WhiteHat Program Management Services Benefits:

- ✓ **ESTABLISH:**
Set up and drive enterprise-wide risk management programs in support of WhiteHat Application Security Platform.
- ✓ **GUIDE:**
Advise on solution architecture consultations, tool integration, and remediation.
- ✓ **ADVOCATE:**
Represent Application Security across functional teams in your environment.
- ✓ **COLLABORATE:**
Work with development teams to ensure vulnerabilities are remediated according to organizational security policies and best practices.
- ✓ **MEASURE:**
Develop measurable success criteria to track progress across the organization, including regular meeting cadences, quarterly program reviews, and annual service review meetings.
- ✓ **EMPOWER:**
Enable and inform your teams on best application security practices.

PREMIUM SUPPORT

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.



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

PREMIUM SUPPORT

- ✓ A Technical Account Manager as your on-going contact to guide and assist
- ✓ Dedicated engineering support to handle or oversee your cases until resolution
- ✓ Enables faster resolution, regular reporting, internal advocacy, and direct access
- ✓ Up to 10 hours per week
- ✓ All features of our standard support

STANDARD SUPPORT

- ✓ Access to our secure Customer Success Center, email access, or via a direct phone number. Standard support includes Ask-a-Question functionality within Sentinel.

” **“We sincerely appreciate the human interaction and the support from WhiteHat. We feel that our voices are heard, our issues are addressed, and our needs are met. We also appreciate that WhiteHat is willing to take our requests and build them into their roadmap which they shared with us. This relationship moves beyond just supplier-client relationship and into partnership.”**

- Agilent Technologies