

CONTINUOUS DYNAMIC PREMIUM SUPPORT

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

KEEP YOUR BUSINESS UP AND RUNNING WITH QUICK RESPONSE TIMES

Premium Support is designed for enterprise customers that 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 service associate. The service associate provides remote product support, and works closely with 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 Black Duck® Continuous Dynamic investment.

Standard support includes



- Access to our secure customer support portal to review knowledge articles and create and view support cases
- The Ask a Question feature to get help from vulnerability team specialists
- Available 12:00 a.m. to 7:00 p.m. PT, Monday through Friday, excluding holidays

Premium support includes



- All the features of Standard Support
- Up to 10 hours per week with a service associate as your contact to guide and assist
- Direct access, which enables faster resolution, regular reporting, internal advocacy

IMPORTANT CONTACTS

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

For eLearning assistance, email: educationalsupport@whitehatsec.com

SERVICE ASSOCIATE

Your service associate 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 service associate will manage your service requirements, including the review of open vulnerabilities and the management of each case to ensure proper closure. The service associate coordinates support services and collaboration between Continuous Dynamic, your web application business owners, developers, and security teams to ensure the highest level of effective communication.

SUPPORT FEATURES	STANDARD	PREMIUM
Customer support web portal • Case management • API documentation • Case entry • Documentation	●	●
Email / phone support during business hours M–F, 12:00 a.m.–7:00 p.m. PT	●	●
Service request initial response time Cases submitted during business hours	24 hours	1 hour for Critical issues (24x7) 4 hours for Serious issues
Escalations (Critical issues) Email/phone: 24/7		●
Service associate Up to 10 hours a week		●

CUSTOMER SUPPORT WEB PORTAL

All customer support reference materials can be found on our support page.

If you are unable to find a solution from the documentation provided, you can create a support case using one of three methods.

- Use the Customer Support Portal
- Open a ticket or query via email to support@whitehatsec.com

LEVEL	DESCRIPTION	RESPONSE TIME	
Severity 1 Mission-critical	• Continuous Dynamic DAST down: Any problem within Continuous Dynamic's control that completely prevents customer from accessing services • Suspected breach of an asset currently being scanned by Continuous Dynamic	< 2 hours	< 1 hour
Severity 2 Serious	• Impaired: Any problem within Continuous Dynamic's control that limits customer ability to run an assessment, access major portions of the service, or retrieve results • Business logic assessment credential issues	Next business day (24 hours)	< 4 business hours
Severity 3 Medium	• Continuous Dynamic has errors but is still fully functional • Most vulnerability questions (via the Ask a Question feature) • Scanner issues (scan progress, scan coverage questions)	Next business day (24 hours)	Next business day (24 hours)
Severity 4 Low	• General questions • Recommendations for future product enhancement	Next business day (24 hours)	Next business day (24 hours)

ABOUT BLACK DUCK

Black Duck[®] meets the board-level risks of modern software with True Scale Application Security, ensuring uncompromised trust in software for the regulated, AI-powered world. Only Black Duck solutions free organizations from tradeoffs between speed, accuracy, and compliance at scale while eliminating security, regulatory, and licensing risks. Whether in the cloud or on premises, Black Duck is the only choice for securing mission-critical software everywhere code happens. With Black Duck, security leaders can make smarter decisions and unleash business innovation with confidence. Learn more at www.blackduck.com.