SYNOPSYS®

WhiteHat Professional Services

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

Deploy and scale your application security program with confidence

Utilize best practices. Execute confidently. Achieve your goals.

It can be challenging to develop and manage an application security (AppSec) program. 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 expanding rapidly and need expert program management to help you move security left in your software development life cycle (SDLC), we can help.

Synopsys empowers true DevSecOps by continuously assessing the risk of software assets. We also help you embed security throughout the SDLC. WhiteHat™ Dynamic from Synopsys, supported by our Professional Services team, can bridge the gap between the security and development sides of your digital business. Our customers value our strong support services, and this is consistently reflected in our high ratings on Gartner® Peer Insights.

Experienced subject matter experts invested in your success.

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

Empowering your team with Program Management.

The designated program manager works with stakeholders to develop and execute an application security strategy tailored to your diverse and distributed development needs.
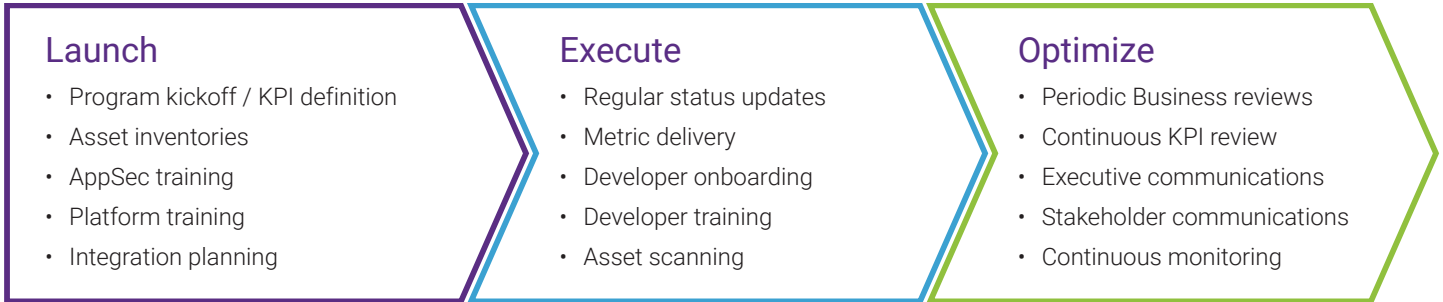
On-demand and Premium Support.

Premium Support includes accelerated and priority response times, 24x7 escalation for Critical issues, and a personalized engagement with your service associate to ensure that your issues are resolved quickly.

Maximum performance with minimum downtime.

The Synopsys 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

Launch
- Program kickoff / KPI definition
- Asset inventories
- AppSec training
- Platform training
- Integration planning

Execute
- Regular status updates
- Metric delivery
- Developer onboarding
- Developer training
- Asset scanning

Optimize
- Periodic Business reviews
- Continuous KPI review
- Executive communications
- Stakeholder communications
- Continuous monitoring

PROGRAM MANAGEMENT	Program Management is an annually renewable service that focuses on value-driven objectives to achieve your risk management goals faster. It includes program management services for the number of purchased hours per month (8, 16, or 32 hours a week).
PROFESSIONAL SERVICES	SOW-based needs are addressed easily and effectively with the help of our technical security professionals. Professional Services include application testing as detailed in the contract.
PREMIUM SUPPORT	Premium Support includes on-demand, direct access, with fast response times to get you back in control in no time. Premium Support also includes accelerated and priority response times, 24x7 escalation for Critical issues, and a designated service associate.
ONBOARDING	Get up and running faster. Onboarding includes deployment planning, training, web application onboarding, setup and configuration assistance, coverage review and optimization, one-on-one vulnerability review, and dedicated support. The goal is to ensure initial value success quickly for one (1) web application. Onboarding is required for new customers with a one-year service agreement.

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

WhiteHat Program Management

WhiteHat Program Management is designed to ensure the 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 is an annually renewable service that includes the services of a designated program manager and a service associate (or multiples of each, depending on your needs).

Program Management benefits

- **Establish:** Set up and drive enterprise-wide risk management programs in support of the WhiteHat DAST application security platform
- **Guide:** Advise on solution architecture, 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 application security best practices

WhiteHat Premium Support

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, Premium Support delivers a highly responsive, personalized experience and improves return on your WhiteHat Dynamic investment.

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

STANDARD SUPPORT	• 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	• 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

"We sincerely appreciate the human interaction and the support. We feel that our voices are heard, our issues are addressed, and our needs are met. We also appreciate that [Synopsys] 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

The Synopsys difference

Synopsys provides integrated solutions that transform the way you build and deliver software, accelerating innovation while addressing business risk. With Synopsys, your developers can secure code as fast as they write it. Your development and DevSecOps teams can automate testing within development pipelines without compromising velocity. And your security teams can proactively manage risk and focus remediation efforts on what matters most to your organization. Our unmatched expertise helps you plan and execute any security initiative. Only Synopsys offers everything you need to build trust in your software.

For more information about the Synopsys Software Integrity Group, visit us online at www.synopsys.com/software.

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