

# Premium and Dedicated Support Services

Black Duck provides supporting resources and services aimed to maximize the full value out of all Black Duck AppSec tools.

Black Duck is committed to customer success. As a leading vendor in the AppSec industry for both R&D investment and development, Black Duck provides customers with continuous innovation and the highest levels of support across the full suite of Black Duck's AppSec tools.

Beyond providing complimentary Standard Support, Black Duck also offers Premium Support and Dedicated Support Engineer programs to meet customer requests and expectations.

Premium Support and Dedicated Support Engineer programs are available to customers in need of a higher level of availability and responsiveness or that require specialized technical, tactical, and operational knowledge.

## Premium Support programs

For customers with mission critical or distributed development environments, Black Duck can provide additional support coverage through the Premium Support program.

In addition to the capabilities delivered by Standard Support, Premium Support provides greater levels of coverage, enhanced service level objective (SLO) for critical (P1) issues, and access to a designated engineer.

## Designated Support Engineer program

A Designated Support Engineer (DSE) is a dedicated remote support specialist and product expert. The DSE is a single point of contact for customers who intimately familiar with the deployment topology and requirements. The DSE manages all cases for a customer and has direct access to Black Duck internal teams, such as engineering, to expedite time to resolution. DSE programs allow a customer to use up to 10 hours per week of a named support engineer. This engineer becomes an integral part of the customer's deployment team and offers guidance, planning, and hands-on support during those hours.

Quantifiable benefits

- Rapid root cause diagnosis and problem resolution, reduced time to resolution (TTR)
- Increased customer satisfaction through optimized product deployment
- Reduced total cost of ownership due to increased uptime, decreased TTR
- Proactive case history reports that identify trends and develop corrective action

Please contact your customer success manager or sales representative for further information on these or other service and support programs.

## Premium support program

Premium Support	Premium Plus Support
Increased coverage to 24/5	Increased coverage to 24/7
P1 SLO 4 Hours	P1 SLO 4 Hours
Access to designated support engineer	Access to designated support engineer

## Support plan comparison

Tasks and Activities	Standard	Premium	Premium Plus
Coverage	9 a.m. - 5 p.m. M-F*	24/5 M-F	24/7
P1 SLO	24 hours	4 hours	4 hours
Phone support	●	●	●
Case tracking and monitoring	Case management via community	Case management via community	Case management via community
Access to documentation	●	●	●
Access to knowledgebase	●	●	●
Access to support community	●	●	●
Prioritized case routing		●	●
Best practice guidance		Access to an internal subject matter expert	Access to an internal subject matter expert
Expedited response times		<ul style="list-style-type: none"> <li>• 24/5 access</li> <li>• Follow-the-sun approach for critical issues</li> <li>• Expedited case escalation to engineering</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 access</li> <li>• Follow-the-sun approach for critical issues</li> <li>• Expedited case escalation to engineering</li> </ul>
Performance monitoring		Proactive management of day-to-day operations	Proactive management of day-to-day operations
VPN remote access		●	●

\*Global and multiregion customers must select a designated time zone to determine their local support hours.

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## About Black Duck

Black Duck® offers the most comprehensive, powerful, and trusted portfolio of application security solutions in the industry. We have an unmatched track record of helping organizations around the world secure their software quickly, integrate security efficiently in their development environments, and safely innovate with new technologies. As the recognized leaders, experts, and innovators in software security, Black Duck has everything you need to build trust in your software. Learn more at [www.blackduck.com](http://www.blackduck.com).

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