BLACK DUCK®

PREMIUM AND DESIGNATED 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 Designated Support Engineer programs to meet customer requests and expectations.

Premium Support and Designated 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 though 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 dedicated support engineer.

DESIGNATED SUPPORT ENGINEER PROGRAM

A designated support engineer (DSE) is a named remote support specialist and product expert. The DSE is a single point of contact for customers who is 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. The DSE program allows 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. The DSE program supports Black Duck static and SCA products and requires Premium Support to be purchased as well.

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 Support Plus
Increased coverage to 24/5	Increased coverage to 24/7
P1 SLO 4 hours	P1 SLO 4 hours
Optional access to designated support engineer	Optional access to designated support engineer

PREMIUM SUPPORT PROGRAM COMPARISON

Tasks and Activities	Standard	Premium	Premium Plus
Coverage	U.S./Canada: 8 a.m. - 5 p.m. M-F* Other countries: 9 a.m. - 5 p.m. M-F*	24/5**	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		• 24/5 access • Follow-the-sun approach for critical issues • Expedited case escalation to engineering	• 24/7 access • Follow-the-sun approach for critical issues • Expedited case escalation to engineering
Performance monitoring		Proactive management of day- to-day operations	Proactive management of day- to-day operations
VPN remote access		Available with optional DSE	Available with optional DSE

*Coverage hours are in local time. Global and multiregion customers must select a designated time zone to determine their local support hours. Closed on public holiday.

**Friday workweek ends at 5 p.m. Pacific Time. Closed on public holidays.

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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.