BLACK DUCK®

Continuous Dynamic
Customer Support

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

Your Continuous Dynamic support team

Continuous Dynamic™ from Black Duck delivers best-in-class customer service and technical support to assist and resolve problems critical to your business. Our support organization is a dedicated team of technical experts that works with our customers to provide the most effective and timely support, with accountability and trust.

There are two levels of support available: Standard and Premium.

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 technical account manager as your contact to guide and assist
- Direct access, which enables faster resolution, regular reporting, internal advocacy

Support services

Whenever you need expert assistance, we are just a click, email, or phone call away.

The customer support web portal enables customers to log, track, and update cases online. It also offers the latest security updates, FAQs, training information, and product documentation.

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		●
Professional Services 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

LEVEL	DESCRIPTION	RESPONSE TIME	
Severity 1 Mission-critical	• Continuous Dynamic 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® 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.