SEVEN-POINT SECURITY SOLUTION

SPINNAKER SUPPORT

spinnakersupport.com

Comprehensive, Full-Stack Security and Vulnerability Protection

As the rate of data breaches continues to rise, and data protection and privacy regulations continue to evolve, most organizations are finding it a challenge to simply keep their security practices current. Vulnerabilities and exposures now come from a variety of external and internal sources, and effective security must address the full technical stack.

Spinnaker Support delivers security solutions designed for your unique set of applications and systems. Armed with proven processes, tried-and-true security products, and a robust staff of industry experts, Spinnaker Support continually investigates issues and hardens and protects your application environmet, delivering timely fixes and remediations throughout your customer experience.

Our Security Philosophy

We strongly believe:

1 Proper security must address the entire technology stack. Data and system security should consist of far more than patching for known software vulnerabilities and exposures. A top-to-bottom, full stack security solution protects data and applications more effectively.

2 Full protection requires a proven process and flexible tool set. We deploy a comprehensive security solution that guides the client from initial investigation through proactive protection. We apply this established approach throughout the entire customer experience.

3 Tailored security is the most effective protection. Our experts work closely with each of our clients to understand and address their unique needs, concerns, and technology. Our individualized approach is defined by industry best practices and delivered by our team of professionals.

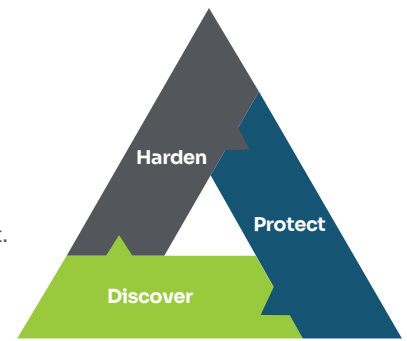## The Framework: Discover, Harden & Protect

Spinnaker Support's security philosophy is embedded in all we do for our customers. In our Satisfaction Survey, 95% of customers who cited security as an issue reported that their security level was the same or improved after they moved to Spinnaker Support.

Spinnaker Support achieves these results because we reject the one-size-fits-all approach of software publishers and focus, instead on working collaboratively with every customer. Our global security team actively advises you on security concerns, and monitors and reports actionable vulnerabilities.

From day one of your customer experience, our team works to protect your data and enforce critical system security in accordance with the Seven-Point Security Solution, based on the core concept of "discover, harden and protect." Using this process, they're able to resolve your issues as they arise and empoly the tools and procedures you need to proactively maintain secure application enviroments.

Spinnakers Support's Seven-Point Security Solution

Spinnaker Support delivers our Seven-Point Security Solution to all customers. This refined approach begins with an initial investigation and ends with ongoing vulnerability management. By deploying multiple services and security products throughout the customer journey, we continue to discover, harden, and protect data applications against security threats.

Discover		
	1 Initial & Ongoing Investigation	We investigate during onboarding and whenever a security concern arises. Discussions can focus on a specific issue or explore general, security-related topics. The team advises when you log a security-related topics. The team advises when you log a security-related ticket and can expand the scope as needed to a full Security Assesment.
	2 Security Resource Library	As security topics develop, we author whitepapers and other reference materials for the benefit of all customers. We also develop position papers on specific areas of customer interest such as interoperability and virtualization.

Harden		
	3 Custom Risk Review	Our security team will assist with an audit and risk review for your systems. Reports include recommendations on configurations, encryptions, access management, best practices, and guidelines.
	4 Attack Surface Reduction	We help reduce vulnerability and enhance security by helping our customers to properly configure and harden applications, operating systems, servers, databases and networks through the review and recommendations.

Protect		
	5 Vulnerability Management	Customers submit a ticket at any time for assistance with security-related activities. These include detecting and preventing issues, identifying suspicious behavior, and fixing vulnerabilities. We use compensating controls (external to application code) to resolve security issues.
	6 Security Product Deployment	Spinnaker Support offers additional products to enhance security, including: **1. Intrusion Detection Service (IDS) & Intrusion Prevention Service (IPS):** We address web and server-based threats through a combined cloud-based software and innovative analytics solution for IDS and IPS. **2. Virtual Patching:** We offer virtual patching with Trellix, with advantages over software patching that include far faster response times and no system downtime during installation.
	7 Periodic CVE Bulletins	We monitor Oracle and SAP CVEs and publish periodic email bulletins for customers. These include CVE descriptions and offer best practice recommendations.

Security is Everything we Do

We invest in your security and compliance measures with the same exacting standards we apply to our own organization. Spinnaker Support was the first third-party support provider to achieve both ISO / IEC 27001:2013 certification for managing sensitive company information and ISO 9001:2015 certification for quality managemente principles. We are Privacy Shield-Certified, GDPR compliant, certified for both the EU-U.S. and Swiss-U.S. **Privacy Shield Frameworks**, and **Cyber Essentials** certified.

To learn more, please talk to a Spinnaker Support representative.