



whiteCrypton®

Support & Professional Services

BUSINESS BENEFITS

- **Improved bottom line.**
Responsive, skilled support enables your team to deliver results more quickly at lower cost.
- **World-class expertise.**
Our application security professionals will ensure your application is secure and optimized.
- **Broad industry coverage.**
We provide software protection for any industry, including fintech, healthcare, entertainment, and automotive.
- **Global support.**
Our distributed development and support teams cover Americas, EMEA, and Asia-Pacific.

WHITECRYPTION SUPPORT AND PROFESSIONAL SERVICES

When you make investments in securing mobile technologies, cloud enabled services, and Internet of Things, you want to be sure you have the quality of service needed so that your projects progress as quickly and cost-effectively as possible. At whiteCrypton, we pride ourselves on our quality of service. We connect you directly to our development team so that we can address any problem you may encounter. And we provide you direct access to our architects and senior technical leaders to help you solve your most challenging problem, whether that's consulting on design choices or custom implementation.

SUPPORT

At Intertrust, we offer flexible support to all our customers right from evaluation through to implementation. We always ensure your development team has full access to the latest versions of whiteCrypton® Code Protection™ and Secure Key Box™ for a successful implementation. During evaluation of our products, this hands-on experience will give you the opportunity to integrate our software with your development infrastructure, identify any challenges early in the process, and estimate costs necessary to implement Intertrust solutions in production. During this period, our specialists are available via email and through an online ticketing system. In addition, our customer resource portal contains quick-start guides, articles, sample projects, FAQs, and videos on a vast range of subjects.

Once in the production phase and post a contract signature, you will receive basic support features (see the table on next page). With a median time to first response of 2.4 hours and a median time to resolution of 2.75 days, you can be assured we can address your most critical problems to keep your projects moving. Customers can also purchase premium support, which provides advanced support options, such as priority response times, on-site assistance, and development of custom features and support for additional platforms that will enable faster time to market for your application.

Evaluation customers can purchase basic support or premium support regardless of whether they have purchased a license for any of Intertrust products or services.

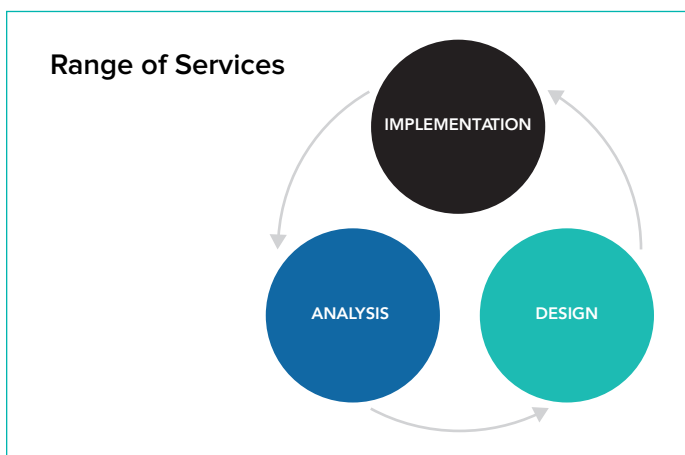
SUPPORT DESCRIPTION	EVALUATION SUPPORT	BASIC SUPPORT	PREMIUM SUPPORT
Email Support	✓ Response Within 3 Business Days	✓ Response Within 2 Business Days	✓ Response Within 12 Hours
Online Ticketing System	✓ Response Within 3 Business Days	✓ Response Within 2 Business Days	✓ Response Within 12 Hours
Phone Support	✗	✓ Workdays Between 9am - 5pm PST	✓ 24/7
Access to Latest Product Releases	✓	✓	✓
Resource Portal	✓	✓	✓
Security and Performance Tuning	✓ Discovery	✓ Basic	✓ Comprehensive
On-site Assistance	✗	✗	✓

PROFESSIONAL SERVICES



Securing your applications can be a daunting challenge. You have to understand where your vulnerabilities are, how to mitigate those vulnerabilities and how to implement those mitigations. Our world-class security experts can help you with every stage of that process. Our goal is to help you save time and money, so that you can focus on your core business. We want you to be successful, because your success is our success.

We provide expert help from a team of software security and content delivery professionals, to deliver the best and most cost-effective solutions for your specific needs. At Intertrust, we help you to overcome your application security challenges and provide a time-tested solution. Our range of services include thorough analysis of your infrastructure and requirements, security design proposals, and implementation of your application security systems (see the diagram below).

We acknowledge the fact that every customer is unique, and their software security needs can vary to a great degree. Therefore, we understand that development of custom code and extending our existing software offering is a frequent request, and we welcome that. In fact, we have adopted a very flexible design in our existing products, which enables us to expand our feature set and platform/language coverage quickly and cost-effectively. Our specialists have gained priceless experience working in complex constantly evolving cross-platform environments.



Supported Products

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whiteCrypton® Code Protection™
 Shields mobile apps and code that operates on untrusted devices to foil hackers and protect code secrets.
- 
whiteCrypton® Secure Key Box™
 Stores your keys for mobile apps, IoT devices and services, even when there is no dedicated hardware security device.