

NopSec Customer Success A Platform and a Partner

The NopSec Customer Experience

Vulnerability Management is never done. External threats, workflows, policies, internal staffing, and budgets continuously change, so your program is always modulating to keep up. That's why our Customer Success team partners with you right from the start to build a roadmap to maturity so that you always know where you are, and where you're going in your program. You aren't just purchasing a platform when you work with NopSec. You're getting a seasoned security partner invested in your success.

Our Team

We are a team of experts in vulnerability management. We bring decades of experience in cyber security and the best practices to guide you at every level of program maturity, whether you are in the initial phases of your program and just starting to document your policies, or you are optimizing your program with automation and metrics.

Our team works with you across organizational levels, from CISO to analyst, tailoring our support to meet your needs. And in every interaction, our goal is to make your job easier while your program gets better.

Your NopSec Team Resources	Responsibilities
Customer Success Manager (CSM)	<ul style="list-style-type: none">• Partner in VM Program Strategy• Co-Owns the Success Plan with You• Manages the Onboarding Process• Finds NopSec Solutions to Your Challenges
Customer Success Engineer (CSE)	<ul style="list-style-type: none">• Hands-On Technical Partner• Completes Platform Configuration, Integrations & Training• Optimizes Module Usage for Your Team• Executes the Success Plan with Your Team

Platform Onboarding

We kick things off by assigning a dedicated Customer Success Manager and Customer Success Engineer to guide your team through onboarding. We know vulnerability management. But you know *your* program best. Our onboarding plans combine a proven technical implementation strategy with your success criteria, for minimal time to value.

QBRs & Daily Optimization

Once onboarding is complete, we build a success plan to serve as the blueprint for your goals. Your Customer Success team will review progress on this plan in Quarterly Business Reviews to regularly optimize platform usage. They will also keep you informed of new, high-profile vulnerabilities; and standby to handle any support request you submit.

Annual Review & Planning

At year end, we'll hold an Annual Review to compare our success plan to our outcomes and determine the next year's strategy and goals. We'll explore our roadmap for the coming year and align your needs with current or coming features. Additionally, we offer a services add-on to formally evaluate your vulnerability management program to score the areas that contribute to risk.

The Experience Workflow



Platform Onboarding

- Kick-off
- Platform configuration
- Access provisioning
- Integration configuration
- Customer training



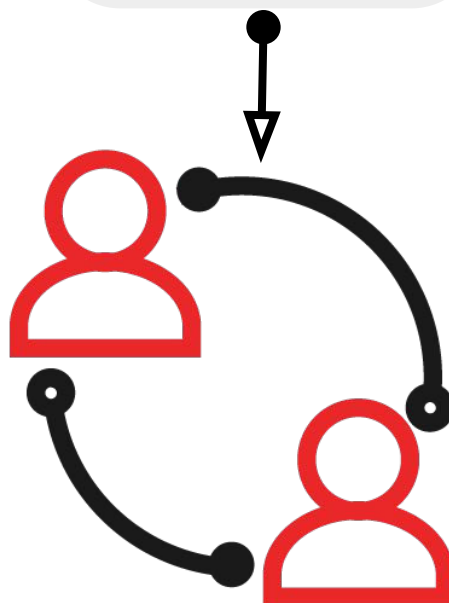
QBRs & Daily Optimization

- Build & track success plan
- Bi-weekly touch points
- QBRs
- Vulnerability bulletins
- Feature feedback



Annual Review & Planning

- Annual review
- Roadmap review
- Success plan updates



NopSec helps security professionals simplify their work, effectively manage and prioritize vulnerabilities, and make better informed decisions. NopSec's Unified VRM is an innovative threat and vulnerability management solution that addresses the need for better prioritization and remediation of security vulnerabilities in a single platform.