BITSIGHT

Your Bitsight program starts with onboarding

Achieve your goals with Bitsight's customizable onboarding plans

Customer success manager

When onboarding with Bitsight, customers are assigned a Customer Success Manager as their primary point of contact for the duration of onboarding. This Bitsight contact point is:

- A well-versed, power user of Bitsight products and capabilities

- A conduit of best practices and knowledge from all other Bitsight customers

- A project manager to track progress towards the customer's goals & objectives when tailoring their program

- Trained in how to use Bitsight to get the most value for their investmen

- Expert in maximizing customer value attainment & offer support anytime during the onboarding process

Who else is involved in the onboarding process?

Along with the designated Customer Success Manager, customers will have a dedicated Account Manager as an extension to their Bitsight team. From the customers team, onboarding is most successful when there is a joint partnership between the customer's primary portal administrators and your Bitsight team.

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> I feel we are building a true partnership, and I see the Bitsight team as real partners to achieve success in my company.
>
> Digital Security Governance Leader, Manufacturing Industry

You can rely on Bitsight's proven onboarding process

Bitsight is committed to helping our customers realize value in their investment as soon as possible. When you work with Bitsight to better understand and manage your cybersecurity program, you will receive a tailored experience to match the needs and experience of your security team.

We believe onboarding matters. The onboarding phase of your Bitsight experience will:

- Establish a solid foundation for your program to grow and succeed with access to product experts.

- Define and test workflows and processes to ensure successful program deployment.

- Be an opportunity to get to know Bitsight, both the product and the team that supports you to avoid common product mistakes as early as possible.

- Execute on a repeatable and documented plan that includes or informs all necessary stakeholders from the start.

- Establish and perform against success criteria and desired outcomes of your Third-Party Risk Management and Security Performance Management program(s).

- Ensure your voice is heard with repeatable ways to provide Bitsight feedback.

Customers can draw on Bitsight's collective experience and knowledge to build a program that will reduce risk, improve their reputation, operate more efficiently and is easy to scale. Each customer will work with their Bitsight Customer Success team to document and build an onboarding success plan based on a customer's short- and long-term goals, use case(s), and how they plan to see value in their investment.

> **"**
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> Easy to implement, easy to use platform, great customer service!
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> Auditor, Finance Industry

The Bitsight onboarding timeline

Bitsight is committed to supporting our customers and helping them achieve their goals efficiently. We do this by offering customers a customizable onboarding plan, designed to deploy and operationalize their Bitsight program as efficiently as possible, while also ensuring key processes and value-drivers are recognized.

Onboarding plans are tailored to suit a customer's unique value drivers, goals, and success criteria in a flexible time period, typically over the course of 30-60 days with a push for completion as quickly as the customer is comfortable with. Customers will follow a lightly structured onboarding flow based on their specific use case, but will work with their Customer Success Manager to add or remove program-specific pieces.

Flexible onboarding plan — Medium touch sample

30 days	45 days	60 days
Understanding Business Alignment	**Portal Configuration**	**Understanding Business Alignment**
• Receive comprehensive platform training • Review & validate network map • Determine alert policies	• Set up alerts to be in line with action plan • Benchmarking based on industry/peers	• Delegation of work to execute action plan • Track progress against goals
SPM Specific:	**SPM Specific:**	**SPM Specific:**
• Determine control owners	• Establish Root Cause Analysis (RCA) • Define performance metrics for board reporting	• Deep dive to understand impact on ratings and risk vector decay
TPRM Specific:	**TPRM Specific:**	**TPRM Specific:**
• Determine tiering criteria • Upload vendors	• Determine tiering criteria • Upload vendors	• Vendor collaboration through pilot EVAs • Define performance metrics for board reporting

Post Onboarding

Bitsight's customer support doesn't end with the onboarding stage; our customers will have access to personalized customer service representatives and account managers throughout their time with Bitsight.

By providing support and guidance on how to efficiently operate using the many tools, alert systems, and analysis views in the Bitsight platform, customers get the most out of their investment with Bitsight to confidently scale their cybersecurity programs. By using Bitsight Security Ratings, whether for third-party risk management, security performance management, or a combination of the two, customers present a trusted view of their security program to enhance their reputation and build on their brand.

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