Customer Success and Support

Access to World-Class Customer Success and Support

The Bitsight Customer Success and Support teams are dedicated to learning about our customers' goals and challenges, and designing and executing programs that leverage Bitsight Security Ratings to reduce risk. Bitsight works with customers from the time of initial onboarding to help them operationalize Bitsight Security Ratings into their security and risk programs to deliver the most value. Bitsight's Success & Support teams partner to ensure that customers have a full risk management solution they can trust.

Bitsight's unparalleled customer success team

One aspect that differentiates Bitsight from other security rating services is our world-class Customer Success team. Each Customer Success Manager (CSM) acts as a trusted advocate to ensure customers reach maximum value with Bitsight. They will guide Bitsight customers on the development of strategic and tactical roadmaps, understand their long and short-term needs, advise them on new product features, and help them achieve their strategic objectives.

From onboarding and adoption through operationalization and scaling, Bitsight CSMs serve as partners to help Bitsight customers reach their goals. With over 1,000 customers globally, Bitsight is in a unique position to leverage our industry expertise to ensure customer risk management goals are achieved within a designated timeframe.
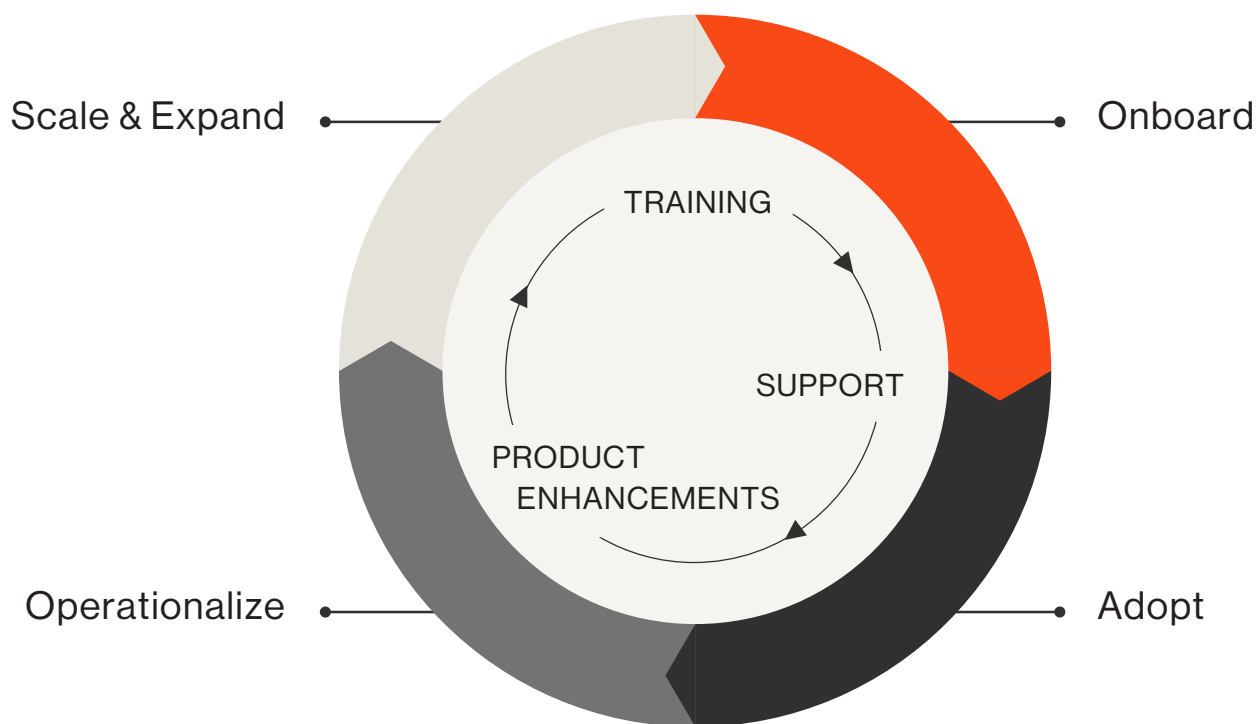
Global support from the leader in security ratings

3000+
customers

97.9%
satisfaction rating

1,000'S
of onboarding sessions

62+
industries

Scale & Expand

Onboard

TRAINING

SUPPORT

PRODUCT
ENHANCEMENTS

Operationalize

Adopt

Customer support tailored to your organization

From our personalized onboarding to our customized programs, Bitsight's Customer Support team is committed to ensuring our customers can operationalize security ratings. Our Customer Support team is here to work with you and for you—when you're on the clock. We currently hold some of the most flexible hours of support in the industry, from 4:00 AM - 8:00 PM EST. You can also reach our Support team by opening a ticket in the portal or via live chat from 9:30 AM- 8:00 PM EST.

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