



Your BitSight Program Starts with Onboarding

Achieve your goals with BitSight's customizable onboarding plans

CUSTOMER DEPLOYMENT MANAGER

When onboarding with BitSight, customers are assigned a Customer Deployment 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 investment
- 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 Deployment 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.

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:

1. Establish a solid foundation for your program to grow and succeed with access to product experts.
2. Define and test workflows and processes to ensure successful program deployment.
3. 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.
4. Execute on a repeatable and documented plan that includes or informs all necessary stakeholders from the start.
5. Establish and perform against success criteria and desired outcomes of your Third Party Risk Management and Security Performance Management program(s).
6. 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 Deployment 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.

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 60-90 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 Deployment Manager to add or remove program-specific pieces. All customers will experience a fairly structured first 30 days, followed by a highly customized 60 (light touch) or 90 (medium touch) plan depending on the customers specific needs.



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



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**Easy to implement,
easy to use platform,
great customer
service!”**

- Auditor,
Finance Industry

ABOUT BITSIGHT

BitSight transforms how companies manage information security risk with objective, verifiable and actionable Security Ratings. Founded in 2011, the company built its Security Ratings platform to continuously analyze vast amounts of data on security issues. Seven of the largest 10 cyber insurers, 80 Fortune 500 companies, and 3 of the top 5 investment banks rely on BitSight to manage cyber risks.

FOR MORE INFORMATION

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FLEXIBLE ONBOARDING PLAN - MEDIUM TOUCH SAMPLE

30 days	60 days	90 days
<p>Understanding Business Alignment</p> <ul style="list-style-type: none"> • Receive comprehensive platform training • Review & validate network map • Determine alert policies <p>SPM Specific:</p> <ul style="list-style-type: none"> • Determine control owners <p>TPRM Specific:</p> <ul style="list-style-type: none"> • Determine tiering criteria • Upload vendors 	<p>Benchmarking & Process Review</p> <ul style="list-style-type: none"> • Set up alerts to be in line with action plan • Benchmarking based on industry/peers <p>SPM Specific:</p> <ul style="list-style-type: none"> • Establish Root Cause Analysis (RCA) • Define performance metrics for board reporting <p>TPRM Specific:</p> <ul style="list-style-type: none"> • Participate in TPRM working session with CSM • Define EVA process • Prioritize vendors 	<p>Operational Workflow</p> <ul style="list-style-type: none"> • Delegation of work to execute action plan • Track progress against goals <p>SPM Specific:</p> <ul style="list-style-type: none"> • Deep dive to understand impact on ratings and risk vector decay <p>TPRM Specific:</p> <ul style="list-style-type: none"> • Vendor collaboration through pilot EVAs • Define performance metrics for board reporting

AFTER ONBOARDING ENDS...

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.

Efficiently Operate - Enhance Your Reputation - Reduce Inherent Risk