

Spinnaker Support Security Services

COMPREHENSIVE, FULL-STACK SECURITY AND VULNERABILITY PROTECTION

With the rise in data breaches and the continuing evolution of data protection and privacy regulations, most organizations are challenged to simply keep current in how they secure their business-sensitive data. Vulnerabilities and exposures now come from a variety of external and internal sources, and effective security must address the full technical stack.

Spinnaker Support understands this and takes your data and application security seriously. We deliver security solutions designed for your unique set of applications and systems. Combining proven processes, security products, and a staff of industry experts, Spinnaker Support continuously investigates issues and hardens and protects your application environment, delivering timely fixes and remediations throughout your customer experience.

OUR SECURITY PHILOSOPHY

At Spinnaker Support, we strongly believe:

- 1 Proper security must address the entire technology stack.** Data and system security is far more than patching for known software vulnerabilities and exposures. A top-to-bottom, full-stack security solution is far more effective at protecting your data and applications, because it does not rely on a single tactic like software patching.
- 2 Full protection requires a proven process and flexible tool set.** We deploy a comprehensive security solution that guides you from initial investigation through to proactive protection. We apply this established approach throughout your entire customer experience.
- 3 Tailored security is the most effective protection.** Our experts work closely with you to understand and address your unique needs, concerns, and technology. We take an individualized approach for each customer, defined by industry best practices and delivered by our team of professionals.

THE FRAMEWORK: DISCOVER, HARDEN & PROTECT

Spinnaker Support's security philosophy is embedded in all we do for our customers. In our 2018 Satisfaction Survey, 98% of customers who cited security as an issue reported that their security level was the same or improved after moving to Spinnaker Support.

Spinnaker Support achieves these results because we reject the one-size-fits-all approach of software publishers and focus instead on working collaboratively with every customer. Our global security team actively advises you on security concerns and monitors and reports on actionable vulnerabilities.

From Day 1, our team adheres to a Seven-Point Security Solution based around the core concepts of discover, harden, and protect for your data and critical system security. Using this process, they resolve your issues as they occur and put in place the tools and procedures you need to proactively maintain secure application environments.



SPINNAKER SUPPORT'S SEVEN-POINT SECURITY SOLUTION

Spinnaker Support delivers our Seven-Point Security Solution to all customers. This refined approach begins with an initial investigation and ends with ongoing vulnerability management. Throughout the customer journey, we continue to discover, harden, and protect data and applications against security issues through the deployment of multiple services and security products.

DISCOVER	 <p>1 Initial & Ongoing Investigation</p>	We investigate during onboarding and whenever a security concern arises. Discussions can focus on a specific issue or explore general, security-related topics. The team advises when you log a security-related ticket and can expand the scope as needed to a full Security Assessment.
	 <p>2 Security Resource Library</p>	As security topics develop, we author whitepapers and other reference materials for the benefit of all customers. We also develop position papers on specific areas of customer interest such as interoperability and virtualization.
HARDEN	 <p>3 Custom Risk Review</p>	Our security team will assist with an audit and risk review for your systems. Reports include recommendations on configurations, encryptions, access management, and best practices and guidelines.
	 <p>4 Attack Surface Reduction</p>	We help reduce vulnerability and enhance security by helping our customers to properly configure and harden applications, operating systems, servers, databases and networks through the review and recommendations.
PROTECT	 <p>5 Vulnerability Management</p>	Customers submit a ticket at any time for assistance with security-related activities. These include detecting and preventing issues, identifying suspicious behavior, and fixing vulnerabilities. We use compensating controls (external to application code) to resolve security issues.
	 <p>6 Security Product Deployment</p>	Spinnaker Support offers additional products to enhance security, including: <ol style="list-style-type: none"> Intrusion Detection Service (IDS) & Intrusion Prevention Service (IPS): We address web and server-based threats through a combined cloud-based software and innovative analytics solution for IDS and IPS. Virtual Patching: We offer virtual patching with Database Defender, powered by McAfee, with advantages over software patching that include far faster response times and no system downtime during installation.
	 <p>7 Periodic CVE Bulletins</p>	We monitor Oracle and SAP CVEs and publish periodic email bulletins for customers. These include CVE descriptions and offer best practice recommendations.

SECURITY IS IN EVERYTHING WE DO

We invest in your security and compliance measures with the same exacting standards we apply to our own. Spinnaker Support was the first third-party support provider to achieve both ISO/IEC 27001:2013 certification for managing sensitive company information and ISO 9001:2015 certification for quality management principles. We are Privacy Shield-certified, GDPR compliant, certified for both the EU-U.S. and Swiss-U.S. [Privacy Shield Frameworks](#), and [Cyber Essentials](#) certified.



LEARN MORE ABOUT OUR SECURITY SERVICES

Have specific concerns or security requirements? **Contact us** today to discuss to see how we can apply our security framework and solution to support your unique needs.

ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. Spinnaker Support customers get more comprehensive and responsive service, save an average of 62% on their annual maintenance fees, and can remain on their current software releases indefinitely. We remain the only third-party support vendor to deliver application managed services, technology managed services, and consulting when customers prefer to consolidate with a single vendor. Spinnaker Support's award-winning blend of services span SAP, BusinessObjects, Sybase, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, and more.

