



End-To-End Support

From activation to validation to remediation and beyond, our team of CREST- and OSCP-certified experts will partner with your internal security staff to strengthen your security posture across the full stack.

Activation

When you enlist Edgescan's continuous security testing and exposure management SaaS platform, a member of our team will organize a training for you and your staff to familiarize you with the platform's offerings as well as the new base of operations for your internal security team: the Edgescan dashboard.

This will typically mean a 30-minute hands-on session to get you familiar with the platform and its capabilities: scanning and penetration testing to identify vulnerabilities, plus validation, remediation, and verification to ensure they've been resolved.

Trusted Validation

All vulnerabilities identified during an Edgescan assessment are automatically validated against the vast trove of insights in the Edgescan data lake.

But when a flagged vulnerability is unfit for automatic validation, it's placed into the expert validation process. Complex vulnerabilities, less-common issues, and those of potentially major severity generally undergo expert validation.

Edgescan experts are seasoned penetration testers who deliver pentesting fieldwork and Penetration Testing as a Service (PTaaS) on a daily basis. They are OSCP- and CREST-certified, and use both widely available techniques and others proprietary to Edgescan to probe your web-facing applications, APIs, host network, and more. This second layer of confirmation results in super-accurate vulnerability intelligence, and you can have absolute confidence that your vulnerability assessments will be both comprehensive and false-positive-free.

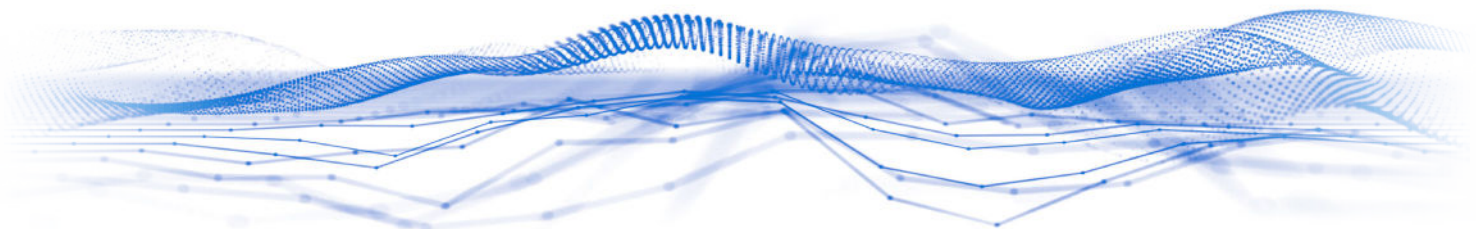
But you can also contact Edgescan at any time and ask to speak with a dedicated penetration tester about a specific vulnerability around which you have outstanding questions, to explore patterns in your vulnerability data, or to understand how a particular security gap fits in the context of your overall network and web-facing architecture.

Guided Remediation

Once your list of validated vulnerabilities is compiled in the Edgescan dashboard, they'll be laid out against a number of different metrics that you can use to prioritize them for assignment and remediation beginning with the most critical threats. This risk-rated approach will help you save time and money while delivering high-impact results that significantly elevate your security posture.

But the Edgescan support team will also be with you all along the way, on-call to offer human expertise on your remediation process that will buttress the sprawling data-powered insights of the Edgescan dashboard. If you've got a question on the threat level of a specific vulnerability, or how it relates to the others you're targeting, you can ask a certified pentester to break things down for your team.

Once an identified vulnerability has cleared your remediation pipeline, you can mark it as addressed in the Edgescan dashboard by initiating a retest, at which point our experts will circle back around to verify the security gap has been fully resolved and no longer poses a significant problem for your organization."





Problem-Focused Training

In addition to the training your team will receive during onboarding, established clients can contact their Edgescan Customer Success Manager (CSM) at any time to organize further primers on using the tools and services on offer to maximize the impact of the Edgescan platform on their information-security approach.

In this context, sessions are typically problem-based rather than high-level overviews, designed to address specific shortfalls in understanding and implementation at one or more stages of the vulnerability-management process.

No matter the mission, the expert support team at Edgescan is on hand to ensure you are full enabled on the platform and best equipped to strengthen your security posture in every dimension across the full stack.

For more information on how Edgescan can help secure your business, contact: sales@edgescan.com