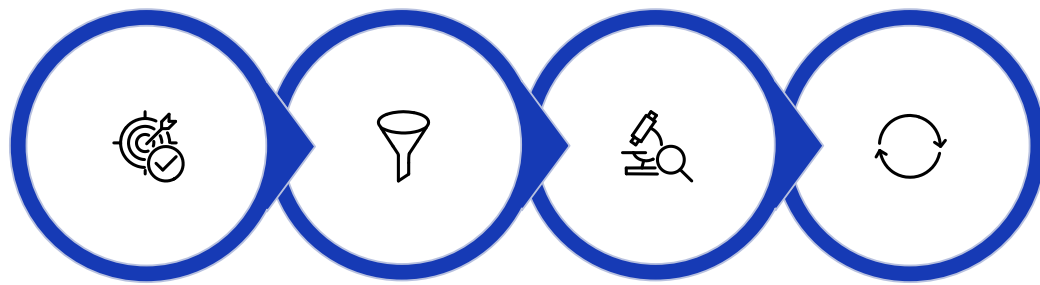




# Professional Services and Post-Sales Support

A proven framework for building secure coding programs that drive measurable risk reduction, developer engagement, and lasting cultural change.

# Our Approach to Program Design



**Build Context**

**Filter the  
Noise**

**Validate with  
Insights**

**Evergreen  
Learning**

Every SCW program is shaped by your organization's unique goals, vulnerabilities, and developer ecosystem – then validated with platform analytics before going live as a continuously evolving learning program.

## 10 Key Enablers of Success

1

**Defined & Measurable Criteria**

2

**Senior Leadership Sponsorship**

3

**Developer Communications Plan**

4

**Low Barrier to User Access**

5

**Certification Program**

6

**Regular Reporting to Leadership**

7

**Developer Recognition**

8

**Branding Your Program**

9

**Developer Ecosystem Integration**

10

**Linked to Career Progression**

# Post-Sales Support

SCW offers three tiers of post-sales support – from bundled success management to premium strategic and administrative services – ensuring every customer maximizes ROI.

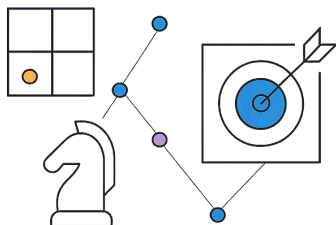
## CUSTOMER SUCCESS MANAGER



## Customer Success & Support

Bundled in license price

- Dedicated Customer Success Manager
- Regular status calls & Executive Business Reviews
- 24/5 global technical support for rapid resolution

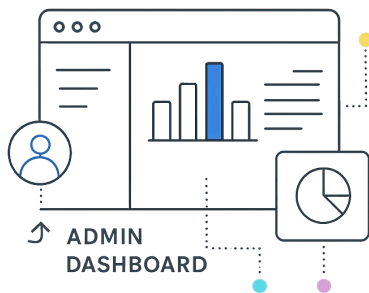


## STRATEGY

## Strategic Services

Premium onboarding & strategy build (\$)

- Industry practitioners design tailored SCW programs
- Drive cultural change & measurable risk reduction
- Real-world expertise from seasoned appsec professionals



## Program Management Services

Paid administration support (\$)

- SCW handles admin so your AppSec team stays focused
- User lifecycle, reporting, and engagement campaigns
- Flexible models from 100 hours to a dedicated FTE

# Strategic Services

Our premium onboarding is a structured four-phase engagement led by industry practitioners – designed to get your secure coding program live fast and built to last.



## Phase 1: Prepare the Platform

- User onboarding strategy & SSO/SCIM
- Trust Agent installation
- Out-of-the-box integrations
- Admin training & demos



## Phase 2: Create the Program

- Vulnerability analysis & curriculum
- Program brand, voice & metrics
- AI Strategy Review
- Full platform set up




## Phase 3: Stakeholder Sign-off

- Cyber leadership sign-off
- Engineering & stakeholder engagement
- Business-case templates for executive buy-in



## Phase 4: Go Live

- Developer launch sessions & tournaments
- Communications templates
- Rollout playbooks

 SCW's team of ex-practitioners and experts brings a wealth of real-world knowledge to building successful secure coding programs and security culture, with embedded change management practices baked in.

# Program Management Services

Program Management Services places a dedicated Secure Code Warrior expert inside your organisation to take full ownership of the day-to-day administration of your security training program. Rather than stretching your internal AppSec team across operational tasks, our consultant handles it all – so your specialists stay focused on high-value security work.



## Strategic Economy

Preserve your specialist AppSec team for high-value work; let our admins handle the basics.

## What's Included?

Our consultants take on the full operational burden of running your program across four core areas:



### User Lifecycle

Seamless onboarding, offboarding, and platform demos for your developers.



### Communications

Developer reminders and stakeholder socialization to keep engagement high.



### Reporting

Custom reporting for Cyber and Engineering leadership to track KPIs.



### Engagement

Tournament facilitation and engagement activities that drive developer participation.



**The result:** Higher developer engagement, stronger compliance posture, and a security training program that delivers measurable ROI – without consuming your internal team's time.

# Secure Code Warrior: Professional Services Advantage

## Industry Standard

BASE OFFERING

### Customer Success & Support

Product experts, knowledge base and standard tech support

## SCW Professional Services

EXPERTISE THAT GUARANTEES ROI

### Strategic Services

Reduce vulnerability debt with programs designed by industry practitioners to target your specific risks.

### Program Management Services

Free up internal resources. We handle user management, reporting, and engagement campaigns for you.

## Example Consultant Profile

**35+ year career in appsec and developer-driven security advocacy.**

As Exec Director at J.P. Morgan Chase, **rolled out SCW to 25,000 developers**. Since joining SCW, Jim has worked with Fortune 500 companies to replicate his own success in the field.