



Incenter Service Definition Document

You are required to provide a service definition document about how your service works. A 'service definition' document may include detailed information about:

- what the service is
 - Incenter is a continuous threat exposure management platform and service.
 - Incenter provides for continuous automated and manual penetration testing, attack surface management, and security vulnerability identification and risk assessment.
 - Full support is provided by our penetration testing team and project delivery teams to support client missions and objectives.
- the levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans
 - Daily change backups are taken of any changes from the prior update
 - Full backups are taken prior to any major updates to Incenter
 - If necessary, we can restore from backup within 15 minutes
- any onboarding and offboarding support you provide
 - We provide full service onboarding including account setup, new user training, project setup and any other assistance that clients require.
 - Ongoing project health check-ins take place based on client preference and size of engagement (bi-weekly, monthly quarterly, etc)
- service constraints like maintenance windows or the level of customisation allowed
 - There are no regularly scheduled maintenance windows. When there is any maintenance required that will require service downtime, notification is sent to clients via email and banner message outlining the time of the planned outage.
 - Incenter can be white label to include the client's logo and, if needed, subdomain for login.



- Organizations can also setup Azure AD SSO or Auth0.
 - Organizations can setup projects however they like and apply tags and labels to assets.
 - Organizations can also set up subsidiary or parent organizations depending on their corporate structure.
- service levels like performance, availability and support hours
 - The platform is available to clients 24/7.
 - Email and chat support are generally available from 6am to midnight UK time.
 - Phone support is available 24/7.
- after sales support
 - After a sale is concluded, clients are connected with a project manager who arranges onboarding, training, and provides any details or information needed by the client organization.
 - The project management team will assist throughout the lifecycle of the relationship.
- any technical requirements
 - There are no technical requirements.
- outage and maintenance management
 - In the event of an unexpected outage, notification will be made to clients via message on the login page and, if necessary, email notification.
- hosting options and locations
 - Data is hosted in the US East AWS Region
- access to data (upon exit)
 - Clients have the right to retrieve their data throughout the duration of their relationship, as well as upon exit.



- Security
 - All data is housed in AWS Data Centers.
 - Data is encrypted in transit and at rest.
 - Access to the Incenter platform requires login and MFA.
 - RBAC is available and enforced within Incenter so that client users can be provisioned access required for their job duties.