SPINNAKER™
SUPPORT

Fortify Your Future: Harnessing Spinnaker Shield for Comprehensive Security

"I'm Steve, your CISO guide, here to share our IT journey and how Spinnaker Support became our third-party software support partner of choice."

IN THIS GUIDE, YOU WILL LEARN:

1. **The Benefits of Third-Party Support:** Save costs, improve service, and regain control over your IT systems.
2. **How Spinnaker Shield Secures Systems:** Robust, multi-layered security without relying on vendor patches.
3. **Seamless Transition Tips:** Ensure compliance, maintain stability, and protect against risks during the switch.
4. **Gaining IT Roadmap Control:** Defer cloud migrations and make decisions on your terms.
5. **Key Features of Spinnaker** Shield: Incident response, threat intelligence, and compliance tailored to your needs.

The market for third-party software support is growing 30% annually as the move offers several benefits. For starters, there's at least a 60% cost savings when you choose to move your system to third-party support. This is a strong point to consider, especially since research shows that the amount of money organizations invests in vendor support services pales in comparison to the return on that same investment.

The world we live in is more connected than ever due to the incredible technological advances we've seen. Databases, artificial intelligence, applications, and more have created a digital mix where whatever and whoever we need can be accessed within a matter of seconds. As systems become more interconnected their vectors can become vulnerable for such software as Oracle, SAP, and VMware to name a few, which could result in a breach or exploitation against your system.

This concern is especially troublesome when it comes to protecting the sensitive data your organization relies upon. Cybercriminals are outpacing software vendors, a harsh reality that leaders like you are beginning to realize. Spinnaker Shield, part of our third-party software support offering, helps make this transition seamless, while securing and maintaining the integrity of your data in the process.

There are a lot of questions about software patches whenever the conversation turns to third-party support as organizations like yours, wondering if the move will leave you vulnerable in this area. It's a logical concern we at Spinnaker Support adequately address. Our standard solution offers a multi-layered approach that provides an alternative to vendor patches under third-party support.

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FORTIFY YOUR FUTURE: HARNESSING SPINNAKER SHIELD FOR COMPREHENSIVE SECURITY

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SPINNAKER SUPPORT

FORTIFY YOUR FUTURE: COMPREHENSIVE SECURITY WITH SPINNAKER SHIELD

Chapter 1

The Shift to Third-Party Software Support

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Steve's Perspective: "As CISO, my job is to devise the best possible security strategy for my organization. I know cybercriminals are out there, lurking and looking for ways to gain access to our system and throw our entire operation into chaos. I've heard a lot about third-party software support, and I find myself at a decision point, wondering if this is the right move for my team. We weren't getting the best return from our software vendor, so I began more aggressively looking into making the move".

WHY ORGANIZATIONS ARE MAKING THE SWITCH

As a leader, you want control of your environment, and disappointment with support, primarily the lack of control, is the most significant frustration organizations like yours face. Trusting your environment to a third-party support partner puts you back in the driver's seat, with the ability to make critical IT-related decisions that align with your business goals and protect your valuable data.

In the area of support, customer service, a crucial component of this function, is trending downward. Responsiveness is the heartbeat of this realm, and in environments where time can be the difference between a compromised environment and a safe one, leaders demand responsiveness. Leaders are sorely missing this necessity with vendor support, but they've found it in third-party software support.

Vendors are notorious for their one-size-fits-all mentality, with upgrades on their timetable, limited flexibility, and poor performance, all ingredients that lead to a recipe for disaster. The reality of this new digital terrain you're traveling on is that to get to where you want to be, you need a customized solution that meets your unique needs, and that's what you get from third-party software support.

The push to the cloud is also a cause for pause among IT leaders. The way technology is evolving, every CISO knows that the move to the cloud is inevitable, but it doesn't have to be immediate. Migrating to the cloud is a big step and, in many instances, vendors want clients to make the move now, ignoring the fact that clients aren't ready. There's no rush to the cloud when you move to a third-party software support relationship, as it gives you the bandwidth you need to plan and decide when the time is right.

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SECURITY CONSIDERATIONS IN THE TRANSITION

Moving away from your original software vendor structure comes with uncertainties from potential data breaches to compliance issues, operations disruption, and the one that causes the most concern: the termination of vendor patch support. For years, organizations have put off making the move, assuming the patch support they'd receive from a third-party software support vendor wouldn't be sufficient. When it comes to Spinnaker Support, nothing could be further from the truth, as our vulnerability support offerings are comparable to those provided by software vendors.

The most common concern is replacing vendor patches, but the others warrant equal attention. With so much at stake, you need a robust security solution that's flexible enough to cover these and other areas and one that is capable of keeping pace with your organization as it cycles through the various phases of growth. You deserve the comfort that comes from knowing that during the transition period, you'll maintain compliance, receive a comprehensive hardening assessment, and sustain a formidable security posture with Spinnaker Support.

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Chapter 2

The Role of Vendor Patches in Security

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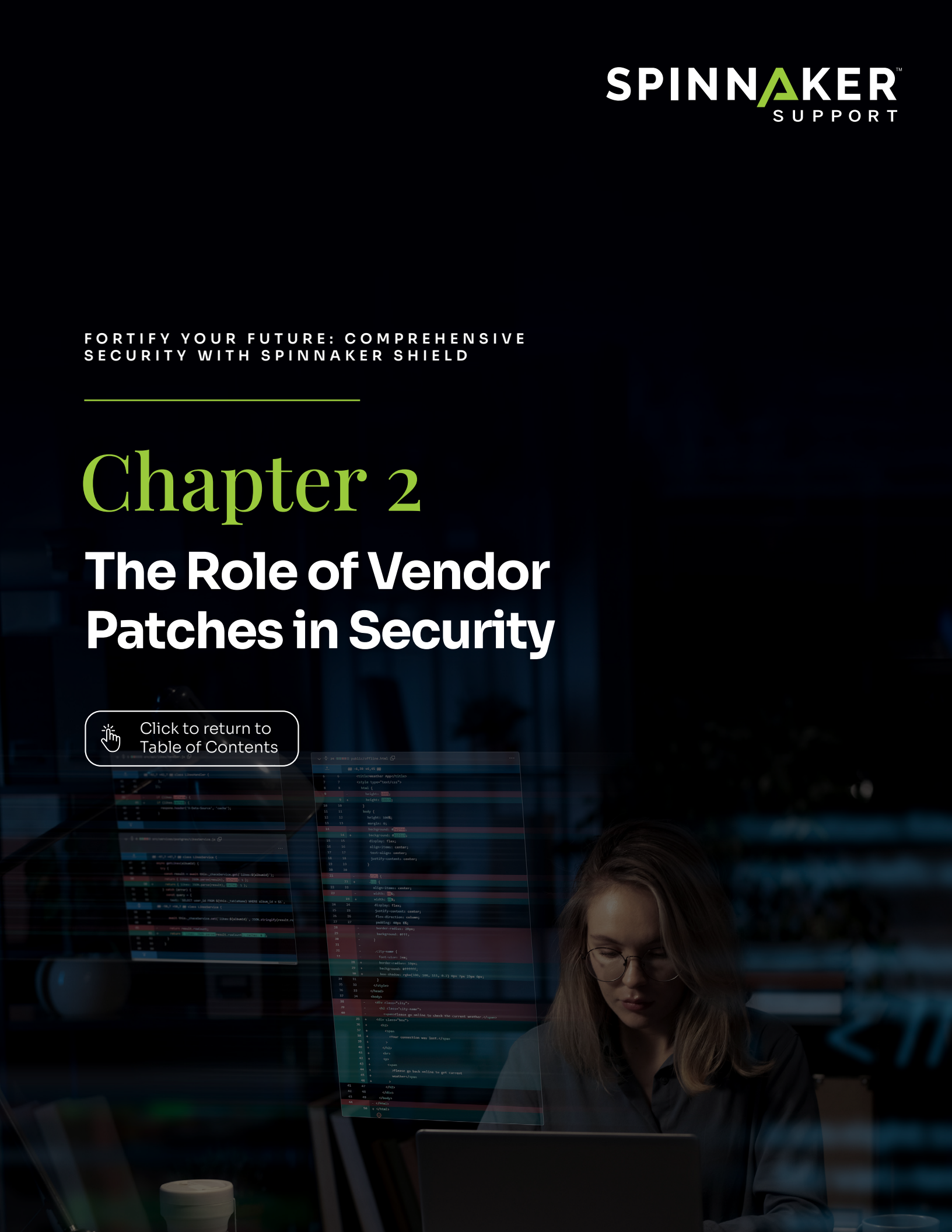

Steve's Perspective: "I did my due diligence on switching to a third-party software support model, and everything kept coming back to vendor patches. I knew they were critical, and before moving, I had to find out just how much of a threat it would be for us to leave our software vendor, and the vendor patches they provided behind."

WHAT ARE SECURITY UPDATE VENDOR PATCHES?

Up to this point, so much of our conversation has centered on the importance of security update vendor patches, so let's take a moment to define them. Security patches are software code changes that address vulnerabilities within a program or product, improve stability, and introduce new features.

HOW SPINNAKER SHIELD WORKS

Security patches are positioned to be part of an organization's security posture and protect you against cyberattacks by limiting the number of opportunities criminals have to exploit your operation.

CUSTOMER PAIN POINTS

Security will always be a concern for leaders like you working to protect the sensitive data that drives your organization. Data breaches, performance bottlenecks, compromised credentials, and other challenges are always a present threat which can put your organization at risk without the proper security posture.

Deciding to strike out on your own without vendor support is a risky proposition. Sure, you know what goes on inside your environment, but the outside is where the problems arise. Each day, cybercriminals are working, honing their skills, and devising new tactics to gain access to your environment and wreak untold amounts of cyber havoc.

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FORTIFY YOUR FUTURE: COMPREHENSIVE SECURITY WITH SPINNAKER SHIELD

Chapter 3

The Solution – Spinnaker Shield

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Steves's Perspective: "With the approval of senior leadership, I made the choice to move to a third-party software support model and chose Spinnaker Support. Vendor patchers were a major concern and kept me from moving, but upon learning Spinnaker could mitigate these risks to protect our environment, offer substantial cost savings, and features that are a part of their solution, I decided to make the switch to Spinnaker Support".

WHAT IS SPINNAKER SHIELD?

When it comes to the security of your enterprise system, nothing should be left to chance, and no stone should be left unturned. That's the mindset of leaders, and with that thought in mind, we created Spinnaker Shield, a feature you'll find inside Spinnaker Support. Spinnaker Shield uses a Defense in Depth approach.

HOW SPINNAKER SHIELD WORKS

When it comes to data security, time is of the essence, and the sooner you address it, the better, which is precisely what Spinnaker Shield does. Our portfolio of services is meant to offer a range of protection through configuration hardening, protecting your system in a comparable way to vendor patching. This allows us to help maintain or improve your security posture through hardening and advisement of your system configuration, providing expert tools and skilled personnel at a predictable monthly cost.

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KEY FEATURES OF SPINNAKER SHIELD

Discover and Harden

- **Security Review:** We identify weaknesses and opportunities to improve your systems by providing guidance on hardening techniques and configuration adjustments.
- **Audit Compliance:** We partner with your team to help adjust your controls and explain the third-party support model to your auditors. We advise customers on PCI, HIPAA, GDPR, SOX, and SOC2 frameworks, plus many more.

Incident Response

- **Vulnerability Management:** Our Spinnaker Support security staff is available to resolve your security concerns, even if they call for customized solutions.

Threat Intelligence

- **Security Report:** Knowledge is power, and Spinnaker constantly evaluates vendor security issues, publishing its findings and best practices to form better security standards.
- **Security Tooling*:** Spinnaker Shield's optional security products seamlessly integrate into your IT infrastructure, allowing it to adjust to the third-party support model without disruption or downtime.

{*} – Reflects optional services that could change the contract's price.

WHY SPINNAKER SHIELD MEETS CUSTOMER NEEDS

Regarding your data and IT security, peace of mind is something every leader strives for, and it's what you'll achieve through Spinnaker Shield. The days of wondering if you're protected or if the right version of the patch will come at the right time are over because, with Spinnaker Support, we'll always be right there.

In the past, organizations have always remained tethered to their software vendor, forced to pay the high price of forced upgrades while receiving subpar support. With Spinnaker Support, those days end as we provide a cost-effective means of getting the support you need with a solution that aims to present a risk profile that supersedes vendor patching strategies. Most importantly, partnering with us puts you in control of operations and allows you the flexibility and freedom to make strategic decisions that meet your emerging needs.

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SPINNAKER SUPPORT

FORTIFY YOUR FUTURE: COMPREHENSIVE SECURITY WITH SPINNAKER SHIELD

The Path Forward with Spinnaker Shield

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Steve's Perspective: "As I look back at the progress we've made since moving to Spinnaker Support, I wouldn't change a thing. I'm pleased and from an organizational, big picture perspective, we couldn't be happier with the service and results we've received thus far, and I'm confident Spinnaker Support will continue exceeding our expectations. I no longer spend countless hours fretting over our security posture, wondering how we'll protect sensitive data, or whether customer trust that took years to cultivate will be compromised by some sort of breach. With Spinnaker Support on our side, we're safe, and more efficient than ever, free to invest resources into other silos of the business to fuel our growth."

Our goal with this guide was to help you make the best decision for those who depend on it. We've covered a lot of ground and hope we've left you with pockets of knowledge that will empower your security journey, including:

- **Introducing you to the power of Spinnaker Shield**
- **Showing the value of third-party software support**
- **Solving for the lack of vendor patches**
- **Making the move to a third-party software**

The decision to move to a third-party software support model is one that can be extremely advantageous. Sure, there are risks involved, but from finances to control, and all points in between, the rewards far outweigh the risks.

The time has come to move forward with your thinking, planning, and cybersecurity by adopting philosophies that create enduring value. Gone are the days of waiting and reacting. In this new era of cybersecurity, where the stakes are higher than ever, being prepared is your best protection strategy.

For more information on Spinnaker Shield and how it can protect your environment, please call Spinnaker Support at **1-877-476-0576 or contact us at www.spinnakersupport.com**

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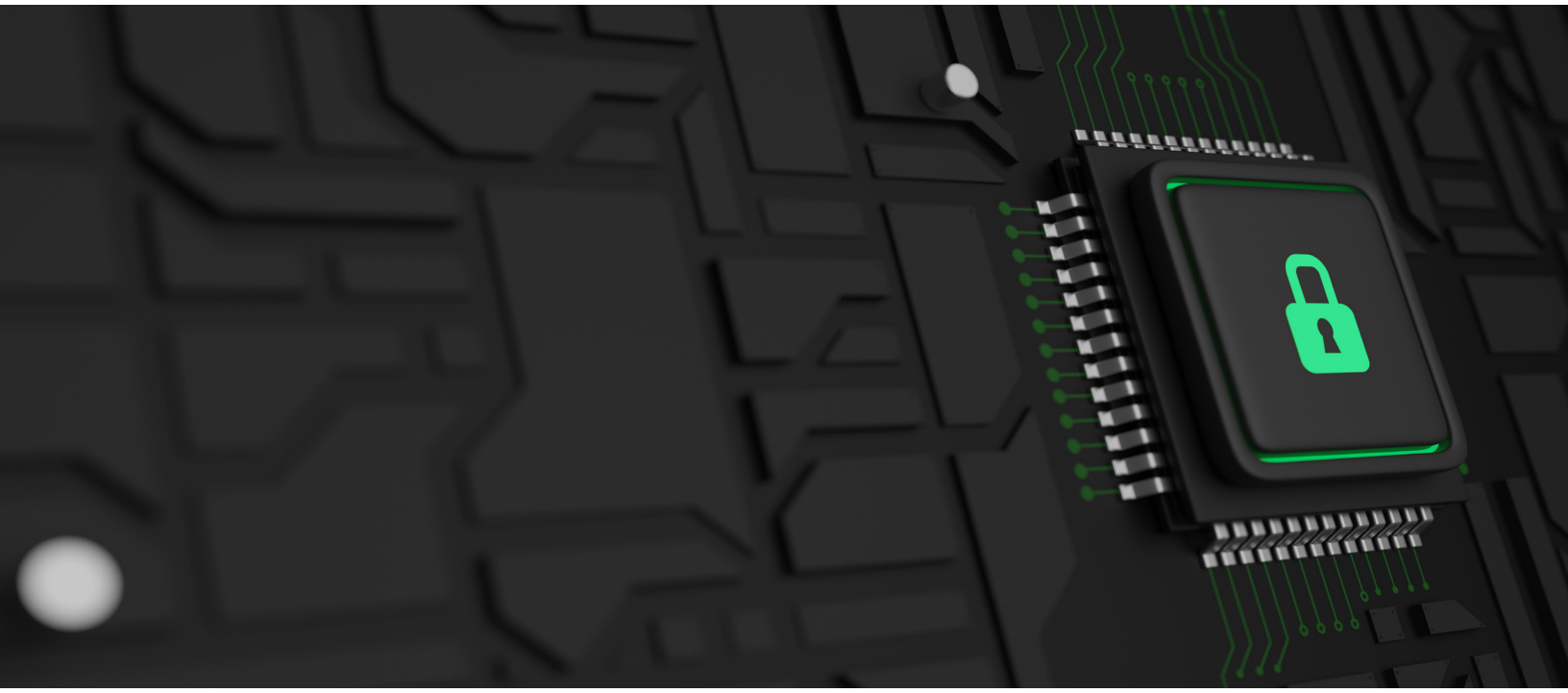

APPENDIX

Hardening – The process of eliminating potential attack vectors through the reduction of a system's attack surface. Using industry recognized frameworks and best practices (CIS, DISA STIG, MITRE, etc.)

Security posture – A phrase used to describe an organization's overall security approach.

Third-Party Support – A direct replacement of vendor support by a company that is not the original software vendor.

ADDITIONAL RESOURCES

1. The Consequences of Neglecting Cybersecurity: A Grim Reality
2. Fighting Back Against Data Breaches
3. Top Ten Data Breaches of 2023

Ready to learn more about Spinnaker Support services? If so, get in touch with your local sales representative or contact us at **spinnakersupport.com.**

ABOUT US

Today's leaders navigate an increasingly uncertain and ever-changing world. They can't be restricted by ineffective and overly complicated software systems while their organizations advance. Spinnaker optimizes software ecosystems with services designed for sustainable transformation that maximize software investments and free up the capital and resources leaders need to confidently navigate the future.

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