# How testing runs under the ENTERPRISE subscription

One reserved line, products rotated at will, and test durations set for completeness. The term, the services, the process, and why the durations are the floor, on one page.

## THE TERM AND THE CAPACITY

**Term**
September 1, 2026 through August 31, 2027. Renews for twelve months unless either party gives thirty days' written notice.

**Capacity**
One concurrent test at a time, any SKU below. You decide which products are in rotation and can exchange or rotate them at any time.

**Beyond capacity**
Supplemental tests run à la carte at discounted subscriber rates, outside the concurrency limit, with up to five business days lead time.

**Requesting a test**
Email services@eltoncyber.com two weeks before the start date with the Platform Service Order Form. You approve the test plan before execution.

## INCLUDED FOR EVERY SUBSCRIBED PRODUCT

**Vulnerability testing**
Penetration test of software or hardware, ad hoc in the platform or as a formal report. In the Naperville lab, on site, by TestLink, on a customer-hosted instance or in the ELTON cloud lab.

**Product-as-Code discovery**
A digital twin per release in CycloneDX, so every finding is rated against the architecture it lives in and every test is tied to the release it ran on.

**Vulnerability BOM**
Public CVEs identified continuously from machine-readable BOMs and verified for exploitability during testing.

**Vulnerability reporting**
A current, timestamped report for a previously tested release, on demand, so last year's report is still defensible this year.

**Product-adjusted ratings**
Every vulnerability rated on the MDDT-qualified rubric with contextual CVSS factors: exploit path, privilege, trust boundary, chains, controls, impact.

**Automated verification**
Exploitability checked in a live runtime or simulated target, on demand. Needs open-box source and privileged runtime access.

## TEST DURATIONS ARE THE SLA

| SKU | SCOPE | DURATION |
|---|---|---|
| **EL-26-TEST-RETEST** | Prior findings re-tested | **1 to 2 days** |
| **EL-26-TEST-APP-COMP** | Application, post-market or previously tested | **1.5 weeks** |
| **EL-26-TEST-APP-NPD** | Application, new submission | **2 weeks** |
| **EL-26-TEST-DEV-COMP** | Physical device, post-market or previously tested | **2 weeks** |
| **EL-26-TEST-DEV-NPD** | Physical device, new submission | **2.5 weeks** |
| **EL-26-TEST-PLAT-COMP** | Platform or system, post-market or previously tested | **2.5 weeks** |
| **EL-26-TEST-PLAT-NPD** | Platform or system, new submission | **3 weeks** |

**COMP** tests deliver platform findings or a vulnerabilities report (PPTX). **NPD** and significant updates deliver the formal FDA-ready regulatory report (PPTX).

### Why the duration is the floor

Each duration is the minimum the SOW sets for quality. The first days build the test plan from the twin and validate access. The automated plan then runs across SAST, DAST, fuzzing and pentest-class cases on every interface. The rest of the window is pentester time: reviewing every automated result, chaining and bypass on the key attack surfaces, exploitation and evidence, and the report.

**A shorter window takes hours out of that last part, and the record shows it:** fewer test cases run, fewer results reviewed, more findings left unverified, and a thinner traceability matrix for FDA. Ask for the full window and book it two weeks ahead.

## THE PROCESS, REQUEST TO ACCEPTANCE

**1 CUSTOMER**
**Service request**
Step 1. Service type, start date and contacts, sent two weeks ahead.

**2 BOTH**
**Scoping and planning**
Steps 2 to 3. Order Form completed, scope reviewed, materials requested.

**3 BOTH**
**Preparation**
Steps 4 to 10. Materials, device and software provisioning, accounts and data, ELTON validation, test plan approved.

**4 ELTON**
**Execution**
Steps 11 to 12. Twin, all lanes, exploitation evidenced. Status updates on plan changes and high or critical findings.

**5 BOTH**
**Completion**
Steps 13 to 14. Draft findings, your feedback, final report, walkthrough on request. Post-market monitoring begins.

**Duration buys coverage, and coverage is what the reviewer reads. Give the test its full window, ask for it two weeks early, and the submission carries a record instead of a list.**