



Bkav Safety and Quality Practices

Overview:

Bkav is a leading technology corporation in Vietnam, specializing in cybersecurity and antivirus software. Renowned for Bkav Pro Internet Security, a pioneering antivirus solution utilizing cutting-edge Artificial Intelligence (AI) technology, Bkav significantly enhances the detection and prevention of cyber threats in an intelligent and effective manner.

Bkav understands that in addition to protecting computers from viruses, software needs to be compatible with customers' working environments across various operating systems and specialized software. To ensure that software updates do not cause conflicts that affect customer experience, Bkav employs a multi-layered security process comprising five stages. The first four stages are mandatory for each update. The final stage, Recovery, is activated if issues arise after deployment.

The following is the process that Bkav is implementing for its software updates, aimed at ensuring that the update process is stable, controlled, and highly recoverable in case of incidents.

Quality Phases:



Development Phase:

- This is the initial quality assurance stage, where code is reviewed to ensure it meets requirements and design specifications, detects potential errors, logical errors, adheres to coding conventions, and ensures future maintainability and scalability.

Testing Phase:

- The testing team will examine and evaluate the software's compatibility across various operating systems, including Windows 11, Windows Server, Windows 10, Windows 7, and Windows Insider. This ensures that new feature updates do not cause conflicts with basic software like web browsers (Microsoft Edge, Chrome, Firefox, Opera), Microsoft Office, and specialized software like Adobe Photoshop and AutoCAD.
- Ensuring stable software performance that does not consume excessive system resources (CPU, memory, disk space).
- Ensuring that new features function correctly and do not affect existing software features.
- Ensuring that the software interface is well-designed, user-friendly, intuitive, and responsive to user interactions.

Release Phase:

- To minimize risks when releasing new updates, Bkav employs a phased deployment model:
 - Phase 1: Internal testing within the company.
 - Phase 2: Expansion to a small group of customers.
 - Phase 3: Expansion to a medium-sized group of customers.
 - Phase 4: Expansion to all customers.

Maintenance Phase:

- Bkav's customer care system operates 24/7. Through various information reception channels such as the hotline 1900 561 296, email (BkavPro@bkav.com), live chat integrated on Mybkav.bkav.com and Bkav.com.vn, Zalo OA ([Bkav Pro diet virus](#)), and Facebook pages ([Bkav Pro Diet Virus](#), [Phong Chong Lua Dao](#)), customers can connect directly with Bkav's team of experts. The experts will provide remote support to resolve issues on customers' computers, ensuring continuous and stable usage.
- Bkav has a system to aggregate software errors when updates are rolled out to customers and also reviews error reports from partners to investigate causes and fix bugs.
- During the deployment process, Bkav will compile error statistics and customer feedback at each stage to evaluate whether to continue expanding the update or pause and revert to the previous stable update.

Recovery Phase:

- The server system always maintains previous stable updates. In necessary cases, the system can quickly redeploy these versions to users' computers to ensure stability and safety.

The above process is the foundation that helps Bkav ensure each new update is released safely, stably, and effectively. The close combination of testing, monitoring, error statistics, user feedback, and phased update deployment has been, is, and will continue to be the primary method in Bkav's product development process.