



Validation & Triage

Reduce noise and rapidly prioritize vulnerabilities at scale

An integral part of the Bugcrowd Platform, Engineered Triage helps you focus on what's most important, faster.

Validating and triaging crowdsourced vulnerability submissions takes a lot of time, focus, and skill. Bugcrowd removes that overhead for you in the form of Engineered Triage, a core feature of the Bugcrowd Platform™.

Unlike other providers that treat triage like an afterthought and make you wait days or weeks for results, we augment the specialized skills of a global, in-house triage team with the industry's most advanced triage toolbox. As a result, our platform validates, de-dupes, and prioritizes vulnerabilities accurately and rapidly, regardless of volume.

Bugs are classified and prioritized based on an open source Vulnerability Rating Taxonomy developed from a decade of experience and the industry's richest vulnerability knowledge base.

11

Countries of presence

24/7

Tracking of P1s

1 day

Avg time to touch for critical vulnerabilities

99%+

SLO Achievement

Only Bugcrowd provides...



Engineered Triage as a core platform feature



Achievement of a stringent SLO 99%+ of the time, even at Log4j scale (with premium SLAs available)



Global presence in 11+ countries for "follow-the-sun" tracking of P1s



Prioritization based on a battle-tested, community-driven Vulnerability Rating Taxonomy (with appeals available)



Dedicated staff (no third parties) for mobile, IoT, or other specializations, and automated workflows to support them



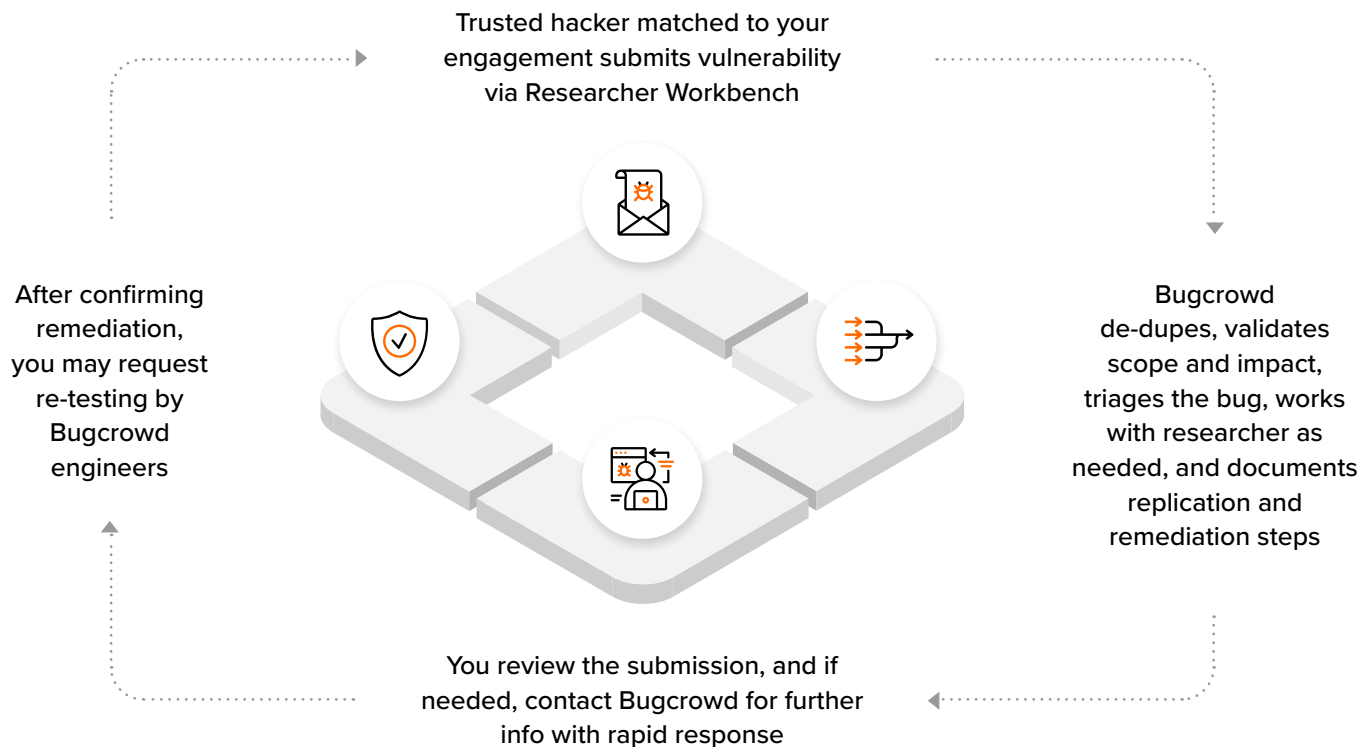
Real-time visibility into decision-making and results.



Triage process overview

We've invested years in making engineered triage as a key built-in feature of the Bugcrowd Platform, working hard to not only build a superb, globally distributed team of triage specialists, but also to arm them with the best toolbox available to amplify their talents. That combination brings speed, scale, and accuracy to triage that the crowdsourced security industry has never seen before.

At a very high level, the workflow looks like the following (for an engagement owner):



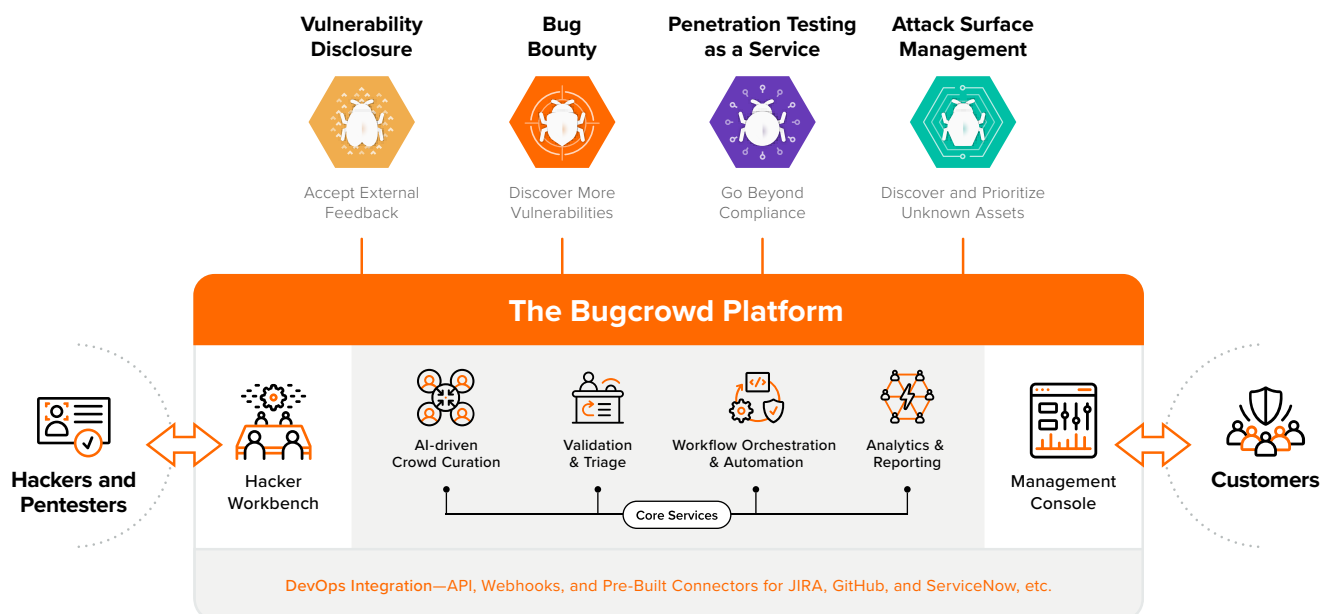
Comparison of service levels

	STANDARD RESPONSE		PREMIUM PLAN ACCELERATED RESPONSE		PREMIUM PLAN P1 COMPLETE RESPONSE	
First Touch	P1	1 Business Day	P1	1 Business Day	P1	1, 24/7/365
	P2	3 Business Days	P5	1 Business Day	P2	1 Business Day
Triage Time	P1	2 Business Days	P1	1 Business Day	P1	2 Business Days
	P2	7 Business Days	P5	2 Business Days	P2	7 Business Days
Coverage	M/T/W/T/F Business Hours Holidays Excluded		Same as Standard		P1	24/7/365
					P2	Same as Standard



Platform Overview

Bugcrowd is more than just a crowdsourced security company; we are a community of cybersecurity enthusiasts, united by a common purpose: to safeguard organizations from attackers. Our AI-powered, multi-solution crowdsourced security platform is built on the industry's most extensive repository of vulnerabilities, assets, and hacker profiles, meticulously curated over the past decade. This ensures that we identify the perfect hacker talent for each unique challenge, providing the scalability and adaptability needed to defend against threats, no matter how unique they may be.



BEST SECURITY ROI FROM THE CROWD

We match you with trusted security researchers who are perfect for your needs and environment across hundreds of dimensions using machine learning.

INSTANT FOCUS ON CRITICAL ISSUES

Working as an extension of the platform, our global security engineering team rapidly validates and triages submissions, with P1s often handled within hours.

CONTEXTUAL INTELLIGENCE FOR BEST RESULTS

We apply over a decade of knowledge accumulated from experience devising thousands of customer solutions to achieve your goals for better outcomes.

CONTINUOUS, RESILIENT SECURITY FOR DEVOPS

The platform integrates workflows with your existing tools and processes to ensure that apps and APIs are continuously tested before they ship.