



Validation & Triage

Reduce noise and rapidly prioritize vulnerabilities at scale

An integral part of the Bugcrowd Platform, Managed 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 Managed 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, including unique AI models trained on years of crowdsourced security data. 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...



Managed 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



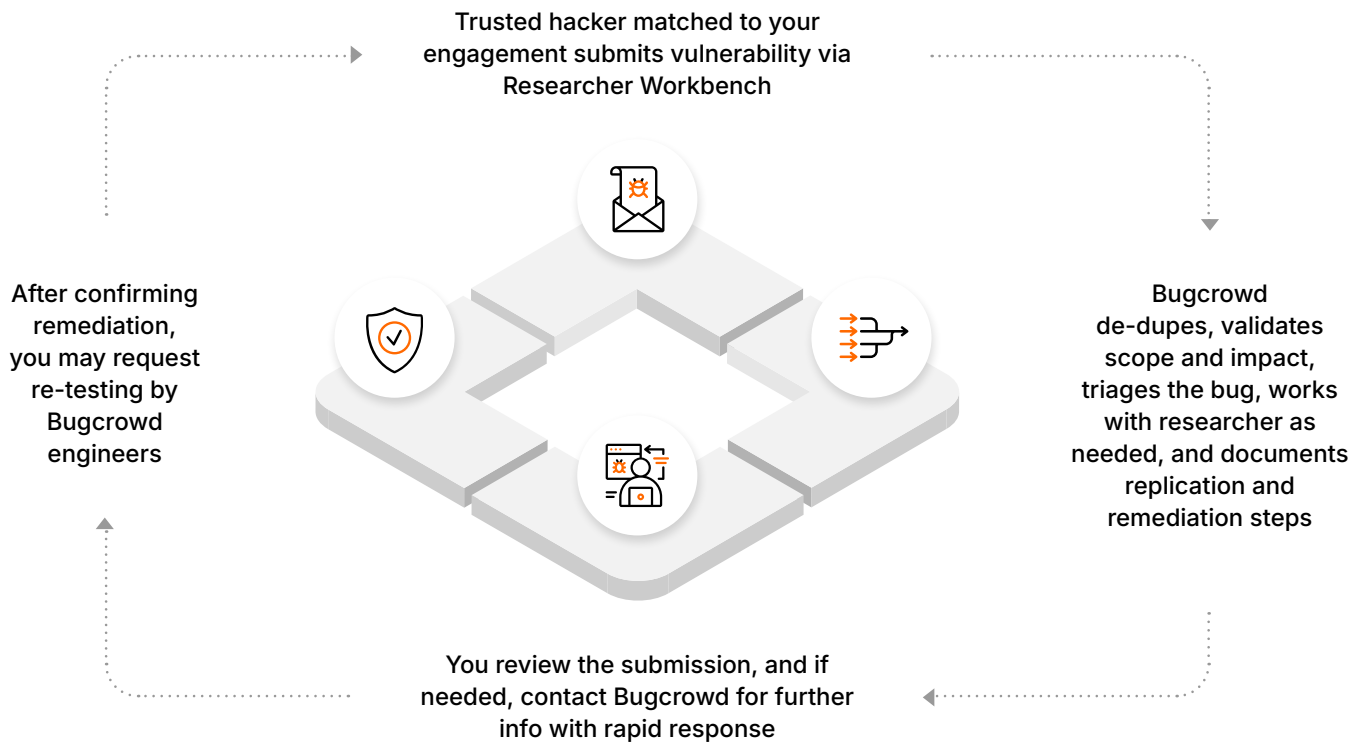
Real-time visibility into decision-making and results



Triage process overview

We've invested years in making managed 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):



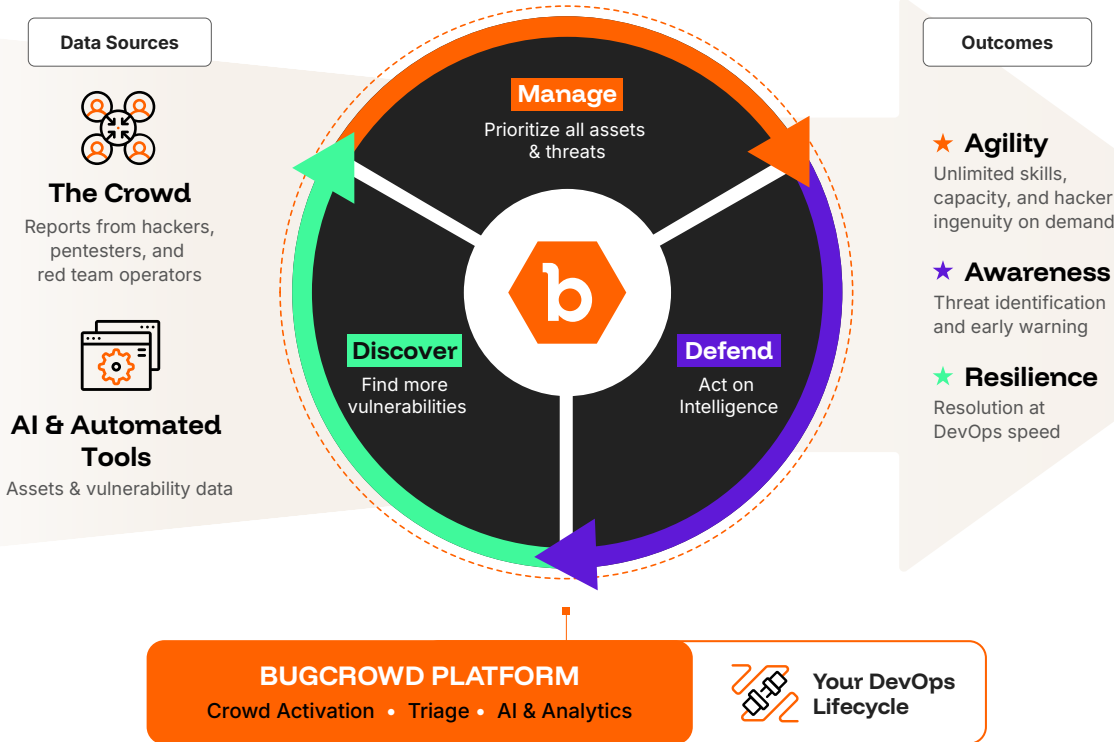
Comparison of service levels

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

*Non-binding target service level objectives



Bugcrowd Platform



The Bugcrowd Platform fuses AI with real-time, crowdsourced intelligence from the world's top ethical hackers, pentesters, and red teamers (aka The Crowd), as well as from automated tools that generate asset, threat, and vulnerability data. The powerful combination of human creativity and automation empowers you to continuously:

Agility

Augment Your Team On Demand

- ✓ Attacker mindset on tap for vulnerability discovery, pen testing, and red teaming
- ✓ 350+ skill sets and certifications available
- ✓ Crowd curation and activation guided by data and AI

Awareness

See and Prioritize Emerging Threats

- ✓ Continuous vulnerability intake, validation, and triage at scale
- ✓ 24/7 triage coverage with same-day response for P1s
- ✓ Early warning of emerging vulnerabilities

Resilience

Continuously Improve Security Posture

- ✓ Actionable reporting, benchmarking, and recommendations
- ✓ Directly integrates with existing tools for change at DevOps speed
- ✓ Deep bench of solution & support specialists at your side for quick wins and long-term ROI



Unleash Human Creativity for Proactive Security

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