

How a Managed Solution Took Barracuda's Bug Bounty Program to the Next Level

Barracuda has one of the longest standing bug bounty programs in the world. Since 2014, Bugcrowd has helped improve their program efficiency through a fully managed experience and powerful vulnerability management platform.

In 2010, Barracuda was [one of the first organizations](#) to launch their own bug bounty model. At the time, bug bounties were just gaining traction, and Barracuda has been integral in forging the path ahead for the crowdsourced security model.

For the Barracuda security team, working closer with the security research community was a great way for them to improve their overall security posture while exhibiting thought leadership.

The Value of A Managed Bug Bounty Program

As activity and interest from the security researcher community picked up at the height of their program, Barracuda recognized the need for a 'gatekeeper' to triage incoming reports and correspond with researchers.



Dave Farrow,
Sr. Director,
Information Security

"We want to apply our resources in the places that make the most impact to our organization. That's not on the front line, talking to researchers. The way that Bugcrowd has developed their platform and still allowed us access to researchers has created a clean, low friction interface between our teams and freed us to focus on issues that will make an impact on our security posture."

The managed program has freed up Barracuda's security team to spend more time working closely with their product teams—to educate and to help remediate bugs faster and more seamlessly. **Bugcrowd's hands-on expert management coupled with a powerful vulnerability disclosure platform, [Crowdcontrol](#), eased all the challenges they faced running their own program...**



Barracuda Program Milestones

2010: Launched public disclosure program for Barracuda ADC, SSLVPN, Firewalls, Web Filter, Message Archiver and [more](#).

2014: Moved [public program](#) to Bugcrowd, taking advantage of full program management and the Bugcrowd community.

2016: Expanded bug bounty through an invitation-only program to include [cloud products](#).



Optimizing Workflow

With up to 100 bug reports a week submitted to their program, Barracuda needed a partner to triage and validate incoming vulnerabilities.

With a managed Bugcrowd bug bounty program, all submissions are validated and de-duplicated, ensuring that only ready-to-fix submissions make it to Barracuda's security team.



Streamlining Communication

Instead of spending time corresponding with researchers across time-zones, Barracuda's team can now better allocate internal resources.

With years of experience managing bug bounties, Bugcrowd makes sure all pertinent information is provided, the vulnerability is valid, and everyone is always on the same page.



Facilitating Payments

In their commitment to working with security researchers, paying contributors is crucial. It is also one of the most challenging aspects of running a bug bounty program.

Crowdcontrol™ makes it simple to pay researchers across the globe and manage all aspects of bounty program finances.

BARRACUDA CASE STUDY

Working with Crowdcontrol to Integrate with Existing Workflows

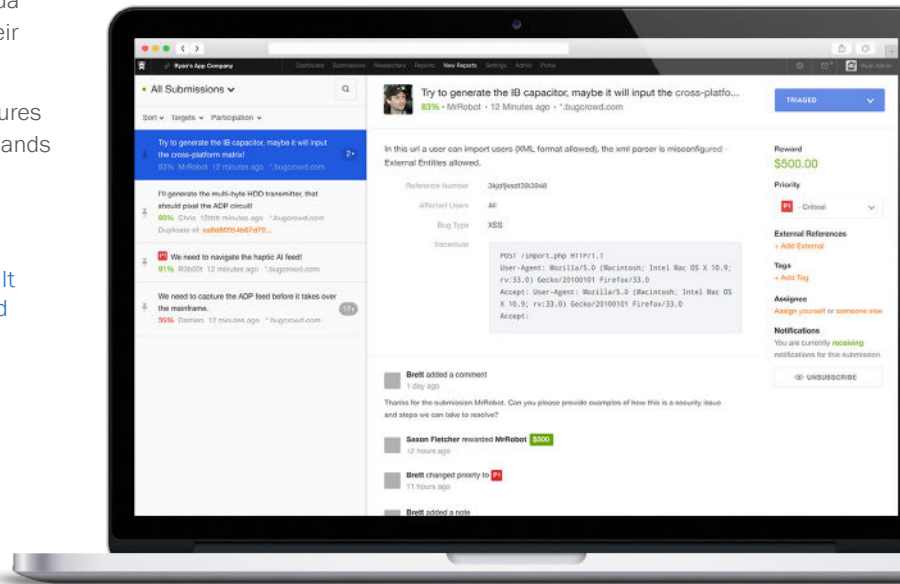
Bugcrowd's vulnerability disclosure and tracking platform, [Crowdcontrol](#), offered Barracuda a seamless solution to receiving submissions, integrating with existing workflows and paying researchers.

As a large organization with dozens of product lines and multiple vulnerability collection streams—internal and external—Barracuda made it essential to integrate their bug bounty program into their security program as a whole.

Crowdcontrol's integration with issue tracking system, Jira, ensures that bugs validated by Bugcrowd's team, make it into the right hands in real time.

"The Jira integration was a huge value-add for us. We've built our communication channel inside the company is designed all around Jira. The fact that we could bolt on Bugcrowd's solution to our Jira system and extend that in through our current communication channel made that portion of the transition that much easier."

Matthew Trimble, Manager, Information Security



Bug Bounty Learnings

In its history, the Barracuda bug bounty program has seen immense success and received consistent engagement.

650+

TOTAL SUBMISSIONS

As of March 2017, the Barracuda program has received over 650 submissions in both their public and private programs.

250+

SUBMITTING RESEARCHERS

They have received great traction from the bug bounty community and have received submissions from researchers in 44 countries.

\$750

AVERAGE PAYOUT

Payouts have gone to researchers from Portugal (53%), India (23%), the United Kingdom (16%), and the Netherlands (3%).

This consistent engagement is due in large part because of their positive relationship with the researcher community, strengthened by the Bugcrowd team. They have also expanded the scope of their program, which now includes Barracuda cloud services. Their continued commitment to the research community is a great example to other companies, especially security companies.

Want to learn more about other security vendors utilize bug bounty programs? Download the [report](#) or watch the [webinar](#).

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[Watch the Webinar](#)