



# 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



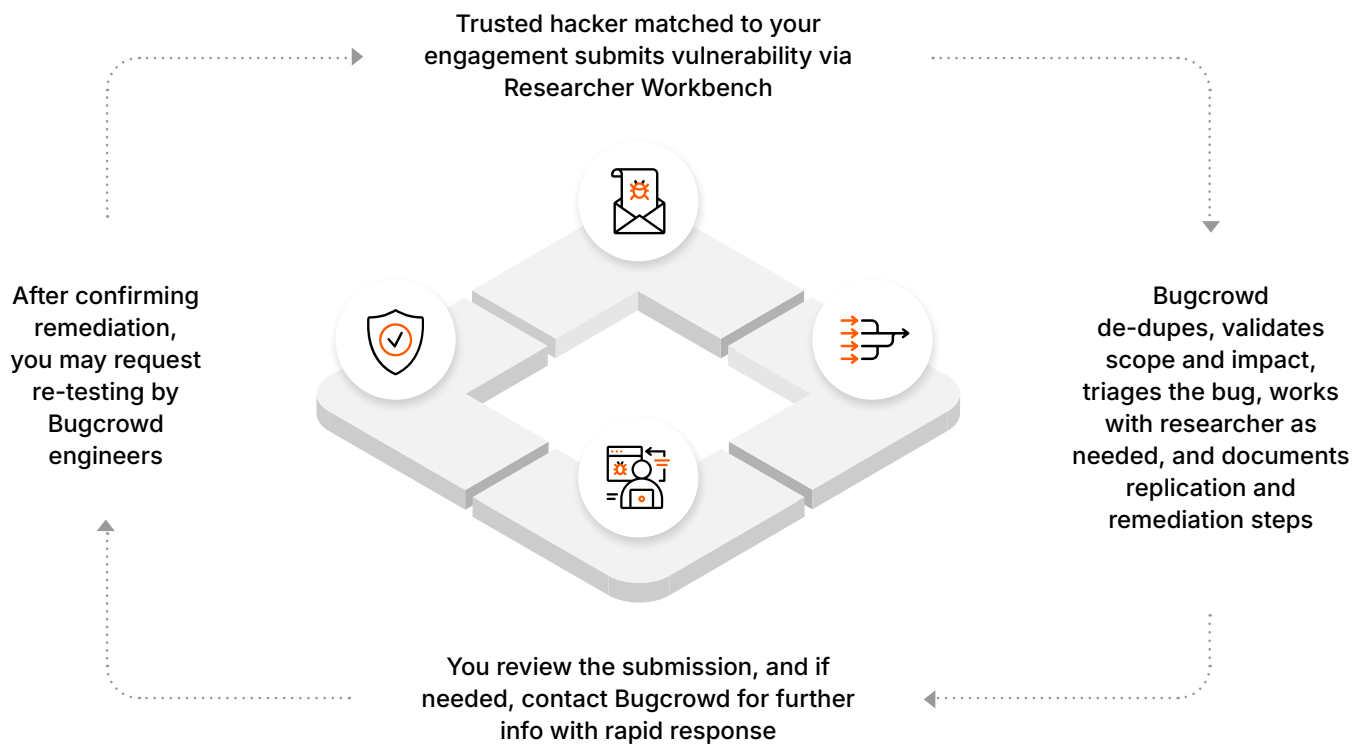
Real-time visibility into decision-making and results



## 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):



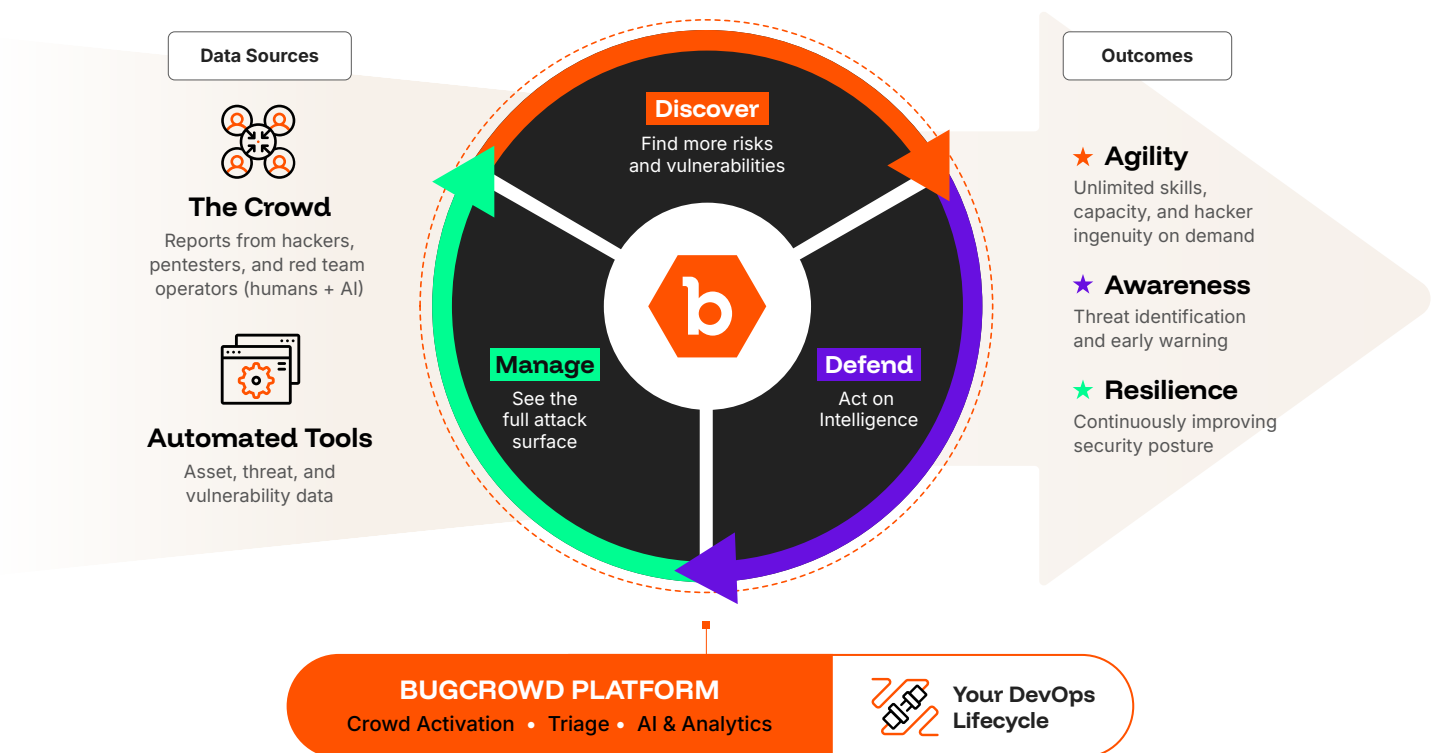
## Comparison of service levels

|             |                                               | PREMIUM PLAN            | PREMIUM PLAN             |
|-------------|-----------------------------------------------|-------------------------|--------------------------|
|             | STANDARD RESPONSE                             | ACCELERATED RESPONSE    | 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<br>Holidays Excluded | Same as Standard        | P1 24/7/365              |
|             |                                               |                         | P2 ▶ P5 Same as Standard |



## Why Bugcrowd

The Bugcrowd Platform helps customers defend themselves against cybersecurity attacks by connecting with trusted, skilled hackers to take back control of the attack surface. Our AI-powered platform for crowdsourced security is built on the industry's richest repository of data about vulnerabilities and hacker skill sets, activating the ideal hacker talent needed on demand, and bringing scalability and adaptability to address current and emerging threats.



### 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.



mastercard



credit karma



ATLASSIAN



Unleash Human Creativity for Proactive Security

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