ULTIMATE GUIDE TO

Vulnerability Disclosure

bugcrowd

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INTRODUCTION

In software development, errors are inevitable--with one estimate of up to 50 errors per 1,000 lines of code. That means that security vulnerabilities are, quite simply, a fact of life. And when you consider the fact that code will be recycled and reused across potentially millions of deployment points, the potential size of the attack surface is staggering.

In this environment, all organizations have to adopt strategies to maintain the trust of stakeholders, by proving that they do everything possible to secure their systems and data.

Vulnerability Disclosure Programs (VDPs) are now an industry standard (and often a required one for compliance reasons) for proving a public commitment to a strong security posture. A complement to bug bounties and penetration testing, VDPs allow anyone on the internet to altruistically report any vulnerability they've found.

EXECUTIVE SUMMARY

THIS REPORT EXAMINES...

- The nuances associated with vulnerabilities discovered “in the wild”
- The basics of VDPs, including key benefits
- Why the NIST Cybersecurity Framework lists vulnerability disclosure as a requirement for every organization
- Best practices for implementing and managing a VDP
- How to combine a VDP with bug bounty programs or penetration testing
- All data in this guide is based on a survey of Bugcrowd VDP customers

58%

of researchers won't report a bug without a clear way to do it

85%

of security researchers are motivated by altruism, not rewards

99%

of organizations consider pairing a bug bounty program with their VDP

78%

of organizations expand their VDP with multiple programs

VULNERABILITY 101

What Are Vulnerabilities?

Components of code that can be exploited to negatively impact the security of data, systems, people, or IP.

What Causes Vulnerabilities?

Vulnerabilities can be the result of erroneous scripting or can arise from changes in the deployment environment, or from several seemingly intentional commands combined in unintentional ways.

How Common Are Vulnerabilities?

The average software application reportedly has 15-50 "bugs" per thousand lines of code.

15-50

How Are Vulnerabilities Surfaced?

Most internally developed software progresses through similar development lifecycles, which include several phases of targeted testing prior to, and throughout production. Unfortunately, it's impossible to simulate every possible use case, permutation or potential interaction in such controlled settings. Additionally, software is always evolving—expanding and contracting like a living organism to adapt to new operating environments and an ever-growing list of connected tools and services.

WHO FINDS VULNERABILITIES?

Internal Software Developers

End-users

Hackers/Security Researchers

Vulnerabilities are inevitable and are not a sign of weakness.
It's all about how an organization responds to these vulnerabilities.

WHAT IS A VULNERABILITY DISCLOSURE PROGRAM?

Vulnerability disclosure programs, or VDPs, may be best described as the **internet's "neighborhood watch."** Neighborhood watches, of course, rely on volunteers to monitor their community for suspicious activity and report incidents to the police when warranted. In other words, "If you see something, say something" applies equally to a VDP.

Like neighborhood watches, VDPs encourage anyone on the internet to be vigilant **for the benefit of all.** Specifically, they offer a framework for public reporting vulnerabilities discovered outside of typical testing cycles. And as VDPs usually cover all publicly accessible, internet-facing assets, anyone with an internet connection can participate.

Adoption of a VDP is an acknowledgment that the organization understands the inevitability of vulnerabilities, and is committed to security transparency. It's worth noting that VDPs are different from bug bounty programs and penetration testing, which provide monetary incentives for discovering critical, in-scope vulnerabilities--whereas only 15% of researchers expected a bounty in return for a submitting report via a VDP. We'll cover this more later on in the guide.

The method for managing VDPs differs by organization and is often dependent on goals, resources, and bandwidth. While some choose self-management to get started, most rely on third parties like Bugcrowd to monitor intake channels, triage findings, and provide feedback to the submitting party at a speed and scale that most self-managing companies would find difficult.

87% of organizations report receiving at least one P1 vulnerability through their VDP

Vulnerability disclosure programs build and enhance an organization's "security brand"

By enabling the reporting of vulnerabilities found in the routine use or testing of externally-facing products and services, VDPs help organizations reduce risk with minimal disruption to existing security and production life cycles.

While many organizations derive great value from highly active vulnerability disclosure programs in this fashion, **the purpose of a VDP is first and foremost to provide a secure channel for altruistic, externally-sourced security feedback.** In that sense, they complement, but don't replace, bug bounties and pen tests, which are tightly focused on uncovering critical vulnerabilities.

By offering recognition to well-intentioned hackers that abide by a defined process, VDPs simultaneously **build and enhance an organization's reputation for security,** AKA its "security brand".

Brian Adeloye, Principal Product Security Engineer at Atlassian, states that "a VDP is a reciprocation of the good faith shown by hackers who identify and share vulnerabilities of their own volition. This provides an opportunity for organizations to give and get respect within the security community."

KEY BENEFITS OF A VDP

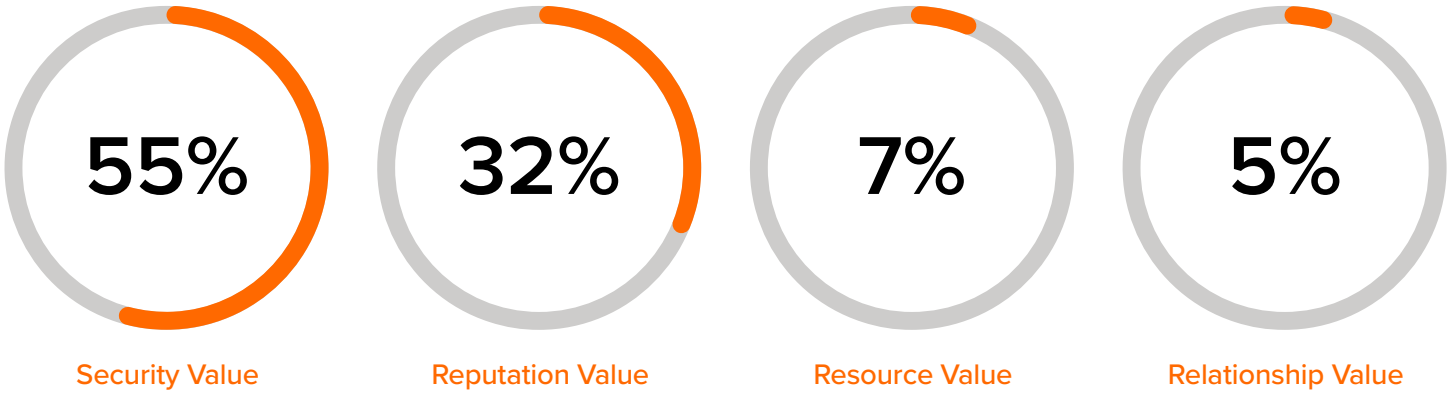
Countless vulnerabilities are being written into new and existing software every day, and organizations need to maximize their ability to discover them. But per Bugcrowd research, 58% of ethical hackers won't report a vulnerability if the owner of that vuln doesn't provide a clear way to do it.

Let's look closer at the idea of "taking security seriously" and discuss what that actually means. This statement can usually be boiled down to a few **common goals and priorities**, such as:

- Reduce risk
- Improve security ROI
- Accelerate digital transformation
- Make better decisions on security initiatives
- Improve security transparency and customer confidenc

VDPs help organizations achieve these goals in many different ways. We'll discuss how VDPs on the Bugcrowd Security Knowledge Platform™ specifically support the above security goals later on in this guide.

WHAT DO YOU BELIEVE IS THE MAIN POINT OF VALUE FOR YOUR VDP?



Beyond building a stronger security posture, there are several **key benefits of a VDP** from the perspective of your customers, partners, investors, and employees, and the security researcher community.

Customers

Vulnerabilities are an externality that affect end users much more than owners. This means organizations should not only prioritize the security of their users' data for their sake, but for the reputational, and ultimately financial, damage the organization will incur if they fail to do so.

A VDP allows companies to **reduce risk,** while publicly showcasing their commitment to security in a way that is both easily understood, and easily verified.

Partners, Investors, and Employees

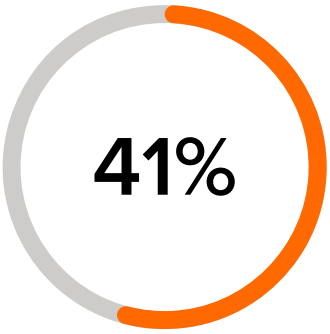
The VDP halo extends to an organization's overall security brand, acting as a **strong indicator of security posture** for external stakeholders like prospective investors, partners, and other collaborators. These programs are public evidence of an organization's culture of remediation, recognition, respect, and commitment to rapid response. For potential security hires, the presence of a VDP often signifies the influence wielded by security leadership amongst executive peers in Marketing, Legal, and Sales.

Security Researchers

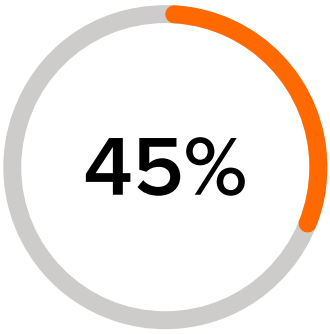
Any discussion on the impact of VDPs would be incomplete without due attention to the finders of vulnerabilities themselves. VDPs provide emerging security researchers the opportunity to hone their skills, while established hackers can **build and extend relationships** with organizations that may also offer private, invite-only engagements like bug bounties. Moreover, both groups benefit from the knowledge that they are incrementally improving the organization's security.

FOR ORGANIZATIONS WITH A VDP

WHAT IS THE MAIN REASON YOUR ORGANIZATION HAS IMPLEMENTED A VULNERABILITY DISCLOSURE PROGRAM?

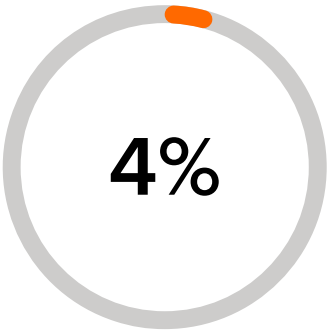


VDPs have been mandated for our industry



We believe VDPs are a security best practice

We've recently released new public-facing assets or functionality that we want tested



We received many "rogue" vulnerability submissions and wanted a way to formalize intake and processing

Most security researchers are motivated by a combination of **education, rewards, and recognition.** But unfortunately, 'recognition,' is all too often lumped in with 'reward.' Rewards and recognition are both gestures of appreciation, but are each rooted in different measures of value. VDP rewards may come in the form of kudos points or swag. Recognition in a VDP program goes beyond the organization's acknowledgment of the researcher's contributions, and instead refers to the ability for the researcher to have their contributions recognized by the broader security community. It is *global* recognition, through disclosure.

79%

of organizations with a VDP have gone beyond awarding points for exceptional findings

WHAT IS DISCLOSURE?

Sharing security vulnerabilities with the world enables similar organizations to get ahead of threats before they become larger problems. Communicating how and when these vulnerabilities were uncovered can **drastically reduce the frequency of their creation,** while improving the ability of security researchers to more readily spot related issues. Additionally, according to Bugcrowd research, **organizations that adopt disclosure terms see 30% more vulnerabilities than organizations that don't.**

Programs on the Bugcrowd Platform that have disclosure terms attract **30% more** vulnerability reports than those that don't

"Disclosure" has several meanings, referring both to the communication of a vulnerability to the organization within which it was discovered, and to external parties, usually in a public forum. While the first definition benefits the organizati and by extension, its direct customers, partners, and other stakeholders, the second, when done right, **benefits the entire digitally connected world.**

Coordinated disclosure terms set out our definition of good faith in the context of finding and reporting vulnerabilities; they encourage rapid remediation while demonstrating commitment to, and appreciation of, the hacker community.

However, the term "disclosure" does carry an unfortunate and **misplaced stigma,** which is holding back security standards globally. A quick exploration of the varying types can help to clarify terms, and alleviate unfounded concerns.

THE SPECTRUM OF PUBLIC DISCLOSURE

Discretionary Disclosure

When organizations opt to enable coordinated disclosure, they signal **openness to consider public disclosure** of remediated vulnerabilities, in full or in redacted form, on a case-by-case basis. Ultimately, while disclosure may be requested by the find r, it remains at the sole discretion of the organization. Removing a vulnerability from consideration for coordinated disclosure is sometimes necessary when disclosing it creates significant risk to customers. This is the ase with pacemakers, vehicles, and other IoT devices that are difficult to quickly recall or update remotely.

Coordinated Disclosure

For more mature organizations, setting a "timer" on resolution and publishing for every vulnerability can further encourage more active discovery, though this structure often requires a dedicated team responsible for rapid remediation and communication. This approach is often taken by organizations who deem security to be a **strategic priority,** and need to invest in building the best possible relationship with the security community.

Coordinated disclosure is based on good faith, and is considered best practice for all parties involved as it **encourages rapid remediation** while demonstrating commitment to, and appreciation of, the hacker community.

Full Disclosure

Unlike the other approaches, full disclosure is not a program policy. Rather, it is an individual instance of public communication wherein the finder discloses a vulnerability before it has been fixed. Bruce Schneier defended the merits of full disclosure in 2007, suggesting that the threat of this act is sometimes necessary to force owners to fix vulnerabilities when they are unresponsive to hackers' well-intended communications.

However, both parties often prefer to avoid this type of disclosure at all costs.

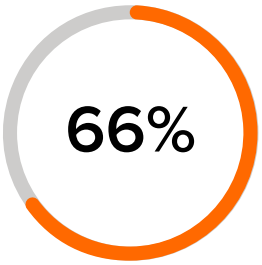
In fact, both non-disclosure and full disclosure are discouraged because of the **asymmetric cost** to only one party; either the finder is not give recognition for their effort to improve securit , or the owner is not given an opportunity to fi a vulnerability before it becomes socialized in way that makes it more likely to be **maliciously exploited.** Disclosure should be undertaken in a way that protects the owner, rewards the finde , incentivizes further research, and enhances relationships between owners and the security community.

Non-Disclosure

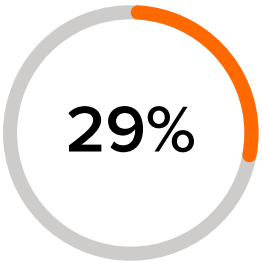
When programs are marked as "non-disclosure," it is understood that the finder is not permitted t communicate any portion of a vulnerability beyond the confines of the organization itsel , even after it has been resolved. For non-disclosure programs, no vulnerability, regardless of type or severity, can be shared. While these programs still receive submissions, they do not *encourage* them.

DOES YOUR ORGANIZATION ALLOW COORDINATED OR DISCRETIONARY DISCLOSURE?

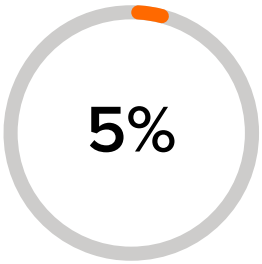
WHEREIN THE FINDER OF A VULNERABILITY IS PERMITTED TO PUBLICLY DISCLOSE DETAILS OF THE FINDINGS AFTER IT HAS BEEN REMEDIATED?



Yes, we allow virtually all vulnerabilities to be publicly disclosed



Yes, we allow some vulnerabilities to be publicly disclosed either fully, or with certain details redacted



No, we never allow vulnerabilities to be publicly disclosed

OBSTACLES TO DISCLOSURE

In addition to improving the security posture of other organizations, coordinated and discretionary disclosure policies **strengthen the relationship** between the organization and the security researcher community. For security researchers, their reputations are their brands,and receiving acknowledgment for identifying an exceptionally complex vulnerability enhances the finder's reputation and increases their market value. Organizations that clearly state their willingness to collaborate on disclosing vulnerabilities in advance can expect better relationships with the security community, and often **greater program activity.** While the rationale seems straightforward enough for both parties, it's not quite that simple for many organizations.

Christian Toon, CISO at law firm Pinsent Masons, notes that perceived duties to stakeholders and the board can harm the outlook of certain owners when it comes to disclosure. "Many organizations see disclosure of a vulnerability to be an unnecessary admission of weakness that harms their reputation, but this is a short-term outlook" he states. "Embracing vulnerability disclosure creates a **security-first mentality,** builds your reputation within the security community and educates your board in the process. That way if there is ever a breach, the standard line 'we take our security seriously' will carry far more weight."

Some security activists will say the threat of full disclosure is necessary to keep owners honest and incentivize them to fix vulnerabilities Many owners will say legal protections are necessary to prevent the threat of full disclosure becoming a vector for blackmail. A **solid legal framework** that recognizes the motivations of all parties is the best basis to facilitate vulnerability reporting and remediation.

NIST CYBERSECURITY FRAMEWORK AND LEGAL IMPLICATIONS

In 2020, the U.S. Federal Trade Commission (FTC), Department of Justice (DOJ), and Cybersecurity and Infrastructure Security Agency (CISA) released directives outlining the need for vulnerability disclosure programs (VDP). With support from major legislative bodies like the National Institute of Standards and Technology, widespread adoption of vulnerability disclosure programs is expected and necessary in the coming years.

WHAT IS THE NIST CYBERSECURITY FRAMEWORK?

The NIST Cybersecurity Framework is a set of policies meant to help the private sector in **strengthening their cybersecurity readiness and awareness.** The framework is published by the National Institute of Standards and Technology (NIST), under the US Department of Commerce.

Originally designed for critical infrastructure IT, it has since been adopted by private sector organizations as part of their risk management and cybersecurity practices. In fact, it's estimated that half of the organizations in the US use the framework. It has also been adopted by the information security agencies of other countries, including Italy, Israel, and Japan.

UPDATES TO THE FRAMEWORK

Since its inception in 2014, the framework has been updated several times to keep up with evolving threats. Version 1.1 was released in 2017, which included guidance on performing self-assessments, supply chain risk management, and vulnerability disclosure.

This revision is the result of a massive industry effort. During the spring of 2017 a number of organizations, including Rapid7, Duo Security, Cisco, Symantec, and Bugcrowd submitted a letter in response to NIST's call for public comment on the framework.

After the updates, it now includes the following:

RS.AN-5: Processes are established to receive, analyze and respond to vulnerabilities disclosed to the organization from internal and external sources (e.g. internal testing, security bulletins, or security researchers)

This language is very close to that suggested in the letter's primary recommendation: "Processes are established to receive, analyze, and respond to vulnerabilities disclosed to the organization from external sources."

The revised framework also mentions researchers in its Tier 1 implementation (pg. 10): This is an exciting addition and one that paves the way for the whitehat community to partner with organizations.

WHAT THE NIST UPDATE MEANS FOR VULNERABILITY ASSESSMENT

These updates mark an important move by the NIST. The news comes on the heels of another year of escalating cyber attacks and a growing focus from the federal government on vulnerability disclosure.

In the 2021 Data Breach Report by RiskBased Security, it was reported that **22 billion records were exposed by data breaches in that year.** Although the increased scope of cybersecurity threats is unfortunate, their sheer volume is causing policymakers to respond, and that's a positive thing.

Adding to the positive changes, the White House recently released the Federal IT Modernization Report. This report positions vulnerability disclosure as the best-practice approach to external security testing for the U.S. Government. This is another major step forward not only for the bug bounty model, but most importantly, for the security of everyone in the U.S.

Every year is another year of escalation in the size, scope, and scale of cyber attacks. It goes without saying that most consumers have personally been impacted by a breach or know somebody who has been impacted.

> If the Department of Defense can have a VDP—*anyone can*.
>
> **ETHAN DODGE** • SECURITY ENGINEER, ATLASSIAN

VULNERABILITY DISCLOSURE LEGAL STATUS

Aligning the interests, incentives, and expectations for both hackers and host organizations primarily involves **frequent and clear communications,** but there is also a need to provide unambiguous **legal clarity and assurance.** Hacking involves testing, stressing, and sometimes even breaking software to rebuild and improve it. This creates problems in a legal system that defaults to ownership as a starting point, and presumes malice to be the motive for any party who uses and abuses software outside its supposed scope. As a result, the default legal status for vulnerability discovery and disclosure excludes good faith research.

The Computer Fraud and Abuse Act (CFAA) prohibits accessing a computer without authorization, or exceeding authorized access. This renders good faith testing of assets illegal where robust VDPs are not in place, and while the

number of hackers convicted for related offences is low, it has a chilling effect on the community; 60% of hackers do not submit vulnerabilities due to fear of legal retribution.

The Digital Millennium Copyright Act (DMCA) makes it illegal to circumvent controls that prevent access to copyrighted material, defined to include software. This applies even to legal owners of the products in question.

These laws were passed during a time when hacking was mostly done maliciously, before the advent of bug bounties, good faith hacking and a thriving community of professional security researchers. While the DMCA was amended in 2016 to allow security researchers to work on owned consumer devices in good faith, there are still legal gaps that need to be resolved before organizations can fully benefit from VDPs

Organizations must draft terms of VDPs to allow and incentivize good faith testing and submission of vulnerabilities, in a way that keeps lawyers happy by ruling out backdoor entry points or loopholes for malicious actors. These agreements create legally robust **"safe harbor"** for well-intentioned researchers, which considerably increases the number and quality of vulnerabilities submitted.

One starting point to consider is Disclose.io, an open source standardization project that offers a boilerplate VDP framework instilling safe harbor and enabling good faith security research. This provides an **accessible legal agreement** for the research and disclosure of vulnerabilities, and uses standardized terms and policies to create a more welcoming space for hackers and researchers, many of whom do not speak English as a first language and have minimal legal knowledge. The safe harbor terms from disclose.io were adopted in 2020 by CISA DHS, the voting machine manufacturers, and a number of US States to encourage transparency and reporting of cybersecurity issues that could potentially impact elections.

HOW TO START A VDP

Having a VDP is quickly becoming industry standard, and in fact is no longer optional for some. The Cybersecurity and Infrastructure Security Agency (CISA issued a binding directive requiring all federal agencies to publish a VDP.

However, starting and managing one effectively can seem overwhelming. There are **five key steps** that every organization can follow to build a strong problem:

1. DECIDE ON SELF-MANAGED OR HOSTED

Bugcrowd offers managed VDPs to help **alleviate the time and effort** required to construct and run an effective disclosure program. The Bugcrowd Platform is a data-driven SaaS framework that enables individuals to submit security feedback from anywhere in the world. The fully-managed process includes design and management of email and website-embedded submission forms, validation, categorization, and prioritization of vulnerabilities, integration with the organization's software development tools for faster remediation, and researcher communication, points-based remuneration, and support. Additionally, leveraging Bugcrowd for program management with the option to have the program listed on Bugcrowd's researcher homepage, brings your program to the attention of registered hackers and researchers for increased likelihood of additional activity and submission volumes.

Anyone can submit security feedback

Any asset that is internet-connected

Submissions triaged and results shared

Companies with few internet-facing assets, limited resources, or still-maturing processes for accepting and remediating vulnerabilities may instead choose self-management, which usually equates to a more manageable flow of vulnerabilities. Of course, it's possible incoming submissions may outpace the ability of a thinly resourced team to respond in time, which can lead to tension between researcher and organization if communications are not prioritized. This tends to expedite the transition to a managed model, especially as evidence of urgency is usually quite easy to demonstrate to superiors.

2. CODIFY EXPECTATIONS

Organizations initiating a VDP should adhere to principles that **make the program scalable and robust.** This includes providing clear authorization of access to good faith researchers. This should include broad indications regarding

acceptable conduct, as well as techniques that could be considered out of scope, DDoS or social engineering, for example. It should also determine the scope of assets covered by the policy, with restrictions for third party data or personal information, or a requirement that hackers use test accounts and dummy data when testing for vulnerabilities. Organizations with limited resources may also want to restrict the assets covered by the program to start with, to ensure they have the resources to deal with vulnerabilities submitted.

3. EXPECTED TO ITERATE

Saketh Mailapur, Information Security Manager at consumer goods company Unilever, stresses the importance of **laying out a timeline and allowing time to build and review a data set.** "Starting a VDP can be overwhelming, so commit to a phased timeline that allows plenty of space for gathering data and making adjustments." Mailapur points out that the scope should be revised in line with this data, "traffic on one site went up over 500% when we put our VDP in place, so we adjusted our policy to rule out automated scanning."

No organization will land on their ideal scope, preferred disclosure policy, and most efficien communication process at their first attempt, so the best approach is to build iteratively. Toon says, "I advise those starting out with VDPs to fail fast and fix fast. Play around with parameters and approaches and gather plenty of data to inform yourself. As long as you don't annoy or offend the security community or your board it will all be valuable."

4. BE ACCESSIBLE

It is also important to give **clear guidance around communications,** within dedicated channels. This could be a security@companyname.com email address to begin with, but it is crucial to avoid single points of failure. Multiple channels, safeguards, and responsible parties can prevent an unchecked inbox or overactive spam filter from creating blind spots and associated risk.

5. FACTOR IN RESPECT

Finally, and perhaps most importantly, a VDP should **define clear disclosure standards based on good faith.** These define the strength of the relationship with hackers, and should align incentives to ensure that both parties benefit from interactions. Owners should receive as much detail of the vulnerability as possible, along with a good faith commitment from the hacker to stick to the agreed method of disclosure. Hackers should expect to get prompt replies to their submissions, and a **commitment to giving them appropriate recognition.**

78%

of organizations with a VDP are running it alongside bug bounties and/or pen tests

MANAGING A VDP

Those willing to implement best practice in vulnerability disclosure can both set a standard amongst peers while differentiating themselves against their competitors. Here are some steps that can ma e VDPs work best for organizations, partners and the security community.

- **Align expectations** – Researchers should feel legally protected and know exactly how to report a bug and what to expect throughout the process. Don't be afraid to over-communicate.
- **Provide clear legal guidance** – Use standardized terms and clear examples to encourage good faith interaction, and authorize conduct under CFAA by providing explicit consent to access systems.
- **Ground interactions in good faith** – Allow for the accidental overreach of scope by hackers done in good faith. Ensure your policy prioritizes relationships and industry norms over strict interpretations of the guidelines.
- **Remediate efficiently** – Prioritize your end users and the vulnerability finder by getting t work resolving the bug and validating the fi quickly.
- **Start a dialogue** – VDPs are a two-way street and there are long term benefits to working on your end of the relationship with hackers through clear communication and appropriate incentives.
- **Troubleshoot the process** – Remove single points of failure in communications channels, seek feedback from researchers and commit to flexibility in your VDP philosophy and operations.
- **Take an integrated approach** – VDPs are just one in a number of overlapping tools and procedures that make up your security posture. Ensure all processes and products are configured to move in the same direction.
- **Know your limits** – Unless managed with the expectation of growth, VDPs can become overwhelming. Work with your team and/or VDP provider to configure a manageable solution.

COMBINING VDPs WITH BUG BOUNTY AND PEN TESTING

Bug bounty programs--which some would call "VDP with rewards"--allow organizations to direct targeted, rigorous testing at business-critical assets. Similarly, pen test programs enable organizations to focus on compliance-related assets, or those where a structured methodology would improve how security posture is communicated to partners, investors, and customers. Vulnerabilities found through these programs qualify for financial rewards, so most organizations limit scope for budgetary reasons, and may also impose limited testing windows. While economical, this creates gaps in coverage, and wrongfully assumes that all potential vulnerabilities can and will be surfaced through an exclusive (often private) crowd of researchers.

NIST 800-53 r5 codified the idea that a public bug bounty program is actually a subset of a VDP, and is specifically a VDP where monetary rewards are optionally offered as thanks to the finder.

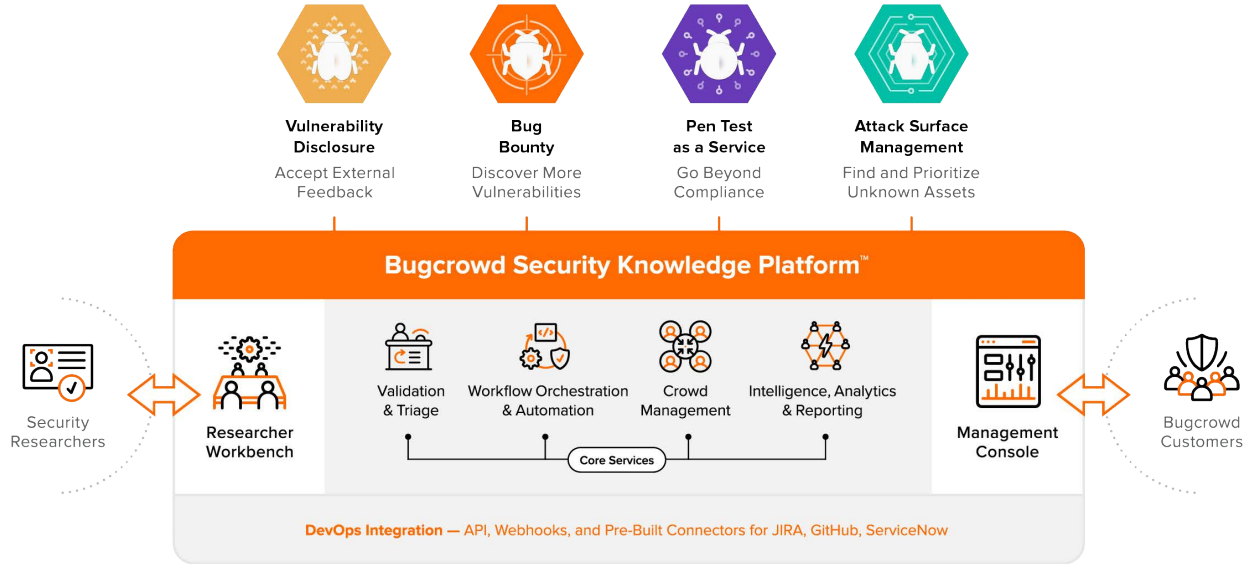
Each program has its strengths and limitations. Toon at Pinsent Masons notes, “pentesting has been recognized and accepted by the audit community, which makes it useful for assets where compliance is of particular importance. But the limits in scope and partners involved means it can become rigid and less effectiv over time.” VDP programs add a much needed, yet economical, catchment for vulnerabilities surfaced by anyone, anywhere. But when is the right time to implement?

99% of organizations already run or would consider running a pay-per-finding bug bounty alongside their VDP for targeted testing on priority assets

The market has tied itself in knots trying to create a linear maturity model for when and how to “progress” between a VDP, Bug Bounty, and/or Pen Test. However, each should be viewed as providing complementary benefits, with adoptio driven by individual goals and resources rather than maturity. Atlassian’s Adeloye considers a VDP to be the first building block in xternal testing-- “a superset that can include a bug bounty program,” though it’s equally common for VDPs to be the final addition to a comprehensiv crowdsourced approach. While an agreed upon sequence might make for tidier budgeting, it also goes against the organic, adaptive, and sometimes unruly nature of security. Every organization is different

VDP AS PART OF A LAYERED APPROACH TO SECURITY

Vulnerability disclosure programs aren't the only way to leverage the power of the Crowd. The multi-solution Bugcrowd Security Knowledge Platform™ brings the right crowd into *all* your workflows at the right time, allowing you to run bug bounties, penetration tests, VDPs, and more at scale and in an integrated, coordinated way.



Best Security ROI from The Crowd

We match you with the right trusted security researchers for your needs and environment across hundreds of dimensions using ML

Instant Focus on Critical Issues

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

Contextual Intelligence for Best Results

We apply accumulated knowledge from over a decade of experience across 1000s of customer solutions to your goals for better outcomes

Continuous, Resilient Security for DevOps

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

MANAGED BUG BOUNTY

Managed Bug Bounty solutions on the Bugcrowd Platform level the playing field by combining data, technology, and the ingenuity of the Crowd at scale to continuously find more critical vulnerabilities in your attack surface than other approaches.

- Instant Impact on Risk and Security Posture: A team of skilled, trusted researchers precisely matched to your needs continuously find hidden vulnerabilities that other approaches miss.
- Proven Security ROI: A results-driven model ensures you pay only for vulnerabilities that present a risk, and not the time or effort it took to find them
- Low Overhead: Our platform-powered, managed solution seamlessly integrates with your development and security processes, delivering frictionless setup.

PENETRATION TESTING AS A SERVICE

Bugcrowd's platform-powered, highly configurable PTaaS suite delivers fast, high-impact results for compliance assurance and beyond. Launch pen tests in days not weeks, get full visibility into progress and results in a rich dashboard, and accelerate remediation.

- Continuous Coverage: Choose between on-demand or continuous testing styles, with options for vulnerability-based incentivization to increase coverage and reduce risk
- Faster Launch: Ditch scheduling delays with access to more skilled and available testers. Most programs launch in as little as 72 hours.
- Day 1 Vuln View: Don’t wait until final report delivery to see what’s wrong. Bugcrowd’s platform provides visibility into vulnerabilities the second they are submitted.

ATTACK SURFACE MANAGEMENT

Bugcrowd's Attack Surface Management solution helps organizations reduce risk from unknown, or unprioritized assets that often become a primary target for attackers. Asset recon experts hunt for unseen assets, while a software-based solution continually scans for new connections and activity.

- Reduce Unknown Attack Surface: Find forgotten assets that scanners can't. Receive priority risk-ranking based on each asset's potential for vulnerability
- Continuous Scanning: Asset Inventory leverages a pre-indexed snapshot of the internet which continues to grow. New assets are added to your inventory as they are discovered and attributed
- Live Alerting: Receive alerts on high-risk events like open ports, or soon to be expired security certificates. Share findings with external teams like Marketing, Sales, and Product to ensure quick fixes

Want to learn more about how your organization can use the Bugcrowd Platform to discover and help remediate high-impact vulnerabilities that other methods miss? Start building your program today at **bugcrowd.com/try-bugcrowd**.