



Supercharge your vulnerability triage: Our investment in your efficiency

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What you will learn

- **Why effective vulnerability triage is critical to successful bug bounty programs** and how substantial investment in expert triage processes can save your team time, reduce noise, and accelerate remediation.
- **How professional triage enhances report quality and prioritisation**, including expert validation, streamlined communication with researchers, and filtering out false positives or low value submissions.
- **How improved triage efficiency drives real business value** by cutting down internal workload, shortening review cycles, and helping your organization focus on high impact vulnerabilities

As we step into 2025, many of us are setting resolutions to improve, grow, and achieve more. At Intigriti, we're doing the same—but with a twist. Our commitment isn't just about us - it's about you. When you invest in us, we invest in you.

This year, we're kicking off a blog series to showcase how we're doubling down on the areas that matter most to our customers. First up: Triage.

Triage is the backbone of any successful bug bounty program. It's where raw vulnerability reports are transformed into actionable insights, saving time, reducing risk, and enabling faster remediation. By filtering out bad and invalid reports, our triage process saved our customers over 20,000 hours last year, allowing them to focus on what truly matters: securing their systems.

We sat down with our Head of Triage, Lennaert Oudshoorn, who shared insights into the substantial investments we've made in our triage processes and in-house expertise, all designed to empower our customers to concentrate on high-impact submissions. In fact, our triage process resulted in a 31% high-impact submission rate last year, with a validity ratio of 70% on reports - which we aim to continue to improve on into 2025.

The triage challenge in bug bounty

For many organizations, managing vulnerability reports can feel like an uphill battle. The challenges are real:

- **High volume of reports:** Bug bounty programs often generate a flood of submissions, making it difficult to separate the signal from the noise.
- **False positives:** Not every report is valid, and sifting through irrelevant or inaccurate submissions can drain resources.

- Unclear or incomplete reports: Poorly documented vulnerabilities lead to time-consuming back-and-forth communication between researchers and internal teams.

These challenges can overwhelm even the most seasoned security teams, delaying remediation and increasing risk. That's why our triage process is designed to tackle these pain points head-on, ensuring that our customers receive only high-quality, actionable reports in a swift and efficient manner.

How Intigriti's triage process solves these challenges

At Intigriti, we've built a triage process that not only filters out bad and invalid reports but also keeps our community of hackers happy and motivated to engage with our customers' programs. Just last year, we sent over 120K program invites, continuing to foster a collaborative environment that drives high-quality submissions. And even better - only 0.4% of reports triage teams closed were re-opened by our customers, a stat we're very proud of.

Here's how we do it:

Capacity to handle volume

Our triage team is equipped to handle a large number of reports daily, with the flexibility to manage spikes in volume without compromising quality. Whether it's a sudden influx of submissions or a steady stream, we ensure every report is reviewed promptly.

Expert validation

Every report is carefully validated by our experienced triage team. We ensure accuracy, reproducibility, and relevance, so customers only see actionable insights. This rigorous review process eliminates false positives and ensures that only high-quality reports make it to your team.

Streamlined communication

During triage, we work closely with researchers to ensure every report is complete and well-documented. This minimizes unnecessary back-and-forth between customers and researchers, freeing up your internal teams to focus on their highest priorities.

Prioritization of critical risks

Our workflow prioritizes the most severe vulnerabilities, ensuring that the biggest risks to your organization are addressed first.

The results: Time and cost savings

While every organization's experience is unique, the efficiency gains from our triage process are undeniable. For example, in our work with Personio, [we helped reduce their triage time by 70%](#), allowing their internal teams to focus on remediation rather than report management.

On average, our triage process ensures that reports are reviewed and validated in under two working days. This speed not only accelerates remediation but also reduces the window of risk exposure. By

saving our customers time and effort, we enable them to allocate resources more efficiently, reducing costs and improving overall security posture.

What sets Intigrity apart

Our triage expertise is unmatched in the industry. Here's why:

Deep technical knowledge: Our team is composed of highly experienced professionals who stay on top of the latest developments in cybersecurity. How? Through continuous training and development. Just last month, our triage team participated in a 'Mastering Burp Suite Pro - 100% Hands-On' training session, which equipped them with the latest techniques in web security testing, ensuring we stay ahead of the curve in protecting our clients.

Strong researcher relationships: As a company built by hackers for hackers, we have a unique connection with the ethical hacking community. This has meant smooth collaboration and high-quality submissions for our customers.

Commitment to quality: Our rigorous quality assurance processes and well-defined workflows result in consistently accurate and actionable results for our customers.

What's next: Innovations in triage

We're not stopping here. In 2025, we're continuing to invest in triage to make it even more efficient and effective. This includes:

- **AI-Powered Enhancements:** Our product and development teams are working on innovative AI solutions to further streamline the triage process, enabling faster and more accurate report validation.
- **Continuous Improvement:** We regularly update our workflows and provide ongoing training for our triage team to ensure we're always delivering the best possible service.
- **Customer Feedback Integration:** Your feedback drives our improvements. We're committed to listening to your needs and evolving our processes to meet them.

Why it matters

Faster triage means faster remediation. And faster remediation means reduced risk, fewer headaches for your internal teams, and a more secure organization.

At Intigrity, we understand that your time is valuable, and we're here to help you make the most of it. By investing in our triage process, you're not only improving your security posture but also freeing up resources to focus on what truly matters.

When you invest in us, we invest in you. Our triage process is just one example of how we're committed to your success.

Stay tuned for the next blog in our series, where we'll dive into how our Product & Engineering teams are helping organizations like yours achieve their security goals.

In the meantime, [speak with one of our security experts](#) to learn if bug bounty is right for you.

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