



Unwavering support: Your bug bounty journey, our priority

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What you will learn

- How dedicated support enhances the success of your bug bounty program, from onboarding and scoping to ongoing researcher engagement and triage management.
- What practical resources and assistance Intigriti provides to make your bug bounty journey smoother and more effective, including consultation, best practices, and responsive communication.
- How proactive support drives better outcomes for both organisations and security researchers, improving program performance, issue resolution, and long term engagement.

The foundation of a successful partnership is a shared commitment to mutual growth – this is something we firmly believe at Intigriti. As part of this commitment, we're showcasing the many ways we invest in our customers when they invest in us. In part three of our blog series, we're highlighting how Intigriti's Customer Success team spearheads our efforts to guide, empower, and collaborate with our customers at every stage of their bug bounty journey.

Whether you're launching your first bug bounty program, migrating from another platform, or scaling security for a rapidly growing business, we are here not just as a platform but as a trusted partner in achieving your cybersecurity goals. Here's how.

Dedicated support from day one: building a tailored security strategy

Our approach to customer success begins with understanding one key truth: no two organizations are the same. That's why we tailor our support based on your specific security objectives, program maturity, and organizational needs. Here's how we do it:

Strategic planning

We help you align your bug bounty program with your broader security goals. Whether you're a startup just beginning your vulnerability disclosure efforts or a seasoned security team expanding coverage, our experts guide you to the right solution—be it a [hybrid pentest](#), a private program, or leveraging the full power of our public researcher community.

Personalized onboarding

For organizations new to bug bounty, we provide onboarding designed to build confidence and clarity. For those migrating from other platforms, we ensure a seamless transition, minimizing disruptions while introducing new opportunities for optimization.

Ongoing partnership

A Customer Success Manager (CSM) is assigned to every customer as their single, dedicated point of contact—ensuring continuity, advocacy, and alignment throughout the partnership. This gives each customer, no matter what tier they're on, a white glove approach and personalization.

Proactive guidance for bug bounty success

At Intigriti, we do more than just launch programs—we actively monitor, manage, and guide you throughout the lifecycle of your bug bounty program. Our goal is to ensure your program continuously delivers measurable results that exceed expectations:

- **Smart budgeting support:** Our team works with you to optimize spending while maximizing program efficiency. By making data-driven recommendations, we help you allocate your resources where they will have the biggest impact.
- **Dynamic program management:** We stay proactive in program monitoring, helping refine scope, adjust key parameters, and address potential roadblocks to keep your program running smoothly.
- **Priority alignment:** We recognize that bug bounty is just one part of your security framework. That's why we integrate bug bounty efforts with your larger strategies, ensuring your program complements and strengthens the overall security posture.

Customer success in action: real-world examples

Here's how we've helped customers achieve their security goals:

Scaling security for rapid growth: One customer undergoing fast-paced expansion through acquisitions faced the challenge of assessing their new assets quickly. Our team developed a tailored plan, combining hybrid pentesting with small, private bug bounty programs. This approach provided a clear, actionable view of their vulnerabilities—delivering results faster than traditional audits and optimizing their budget.

Strategic migration of bug bounty programs: For customers migrating from other platforms, we've not only ensured successful transitions but also identified ways to improve program scope and attract top-tier researchers, ultimately driving better results.

Comprehensive vulnerability coverage: For organizations managing high-value assets, our tailored program recommendations have enabled them to detect critical vulnerabilities faster while optimizing long-term resource use.

What's next: The future of customer success at Intigriti

We're constantly looking for ways to enhance the customer experience and drive better results for your security journey. In 2025, we're rolling out initiatives designed to take our support to the next level:

- **Data-driven insights:** By introducing data analytics to our support model, we're taking a more scientific approach to program success. Industry patterns and asset-specific data will back our

recommendations—helping customers implement strategies proven to deliver results.

- **Scalable best practices:** Beyond one-on-one guidance, we're expanding how we deliver best practices. From tailored success playbooks to industry benchmarks, we aim to give all customers the tools they need to excel.
- **Deep researcher collaboration:** We continue to refine how customers interact with our global researcher community, fostering better communication to maximize the quality and impact of submissions.

Why do customers stick with Intigriti?

Our metrics speak volumes about the value and trust we deliver. In fact **97% of customers who migrate to Intigriti from another bug bounty platform remain with us**. Their loyalty is a testament to our unwavering support and customer-first approach.

In addition, our CSMs ensure every customer has a voice and a champion within Intigriti. They work hand-in-hand with security teams, coordinating across departments—be it community, marketing, or triage—to ensure every program thrives, transforming the customer experience into a true, collaborative partnership.

Your success is our success

Intigriti is more than a bug bounty platform—we are your partner in navigating the ever-changing landscape of cybersecurity. Together, we don't just fix vulnerabilities; we build stronger ecosystems, adapt to evolving threats, and achieve long-term success.

When you invest in us, know that we're completely invested in you. Let's take your security program to the next level—together.

Stay tuned: Next week, we'll explore how Intigriti's Community team connects you with the industry's best and brightest ethical hackers to strengthen your security efforts.

Ready to learn how Intigriti can best support your bug bounty journey? [Speak with one of our experts today.](#)

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