



# How a retailer improves eCommerce security



IT MANAGER

Raf De Leu



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**Torfs, the shoe retailer, was founded in October 1948 as a family business and still is to this day. The retailer has always been a leader in its space for digital innovation. Soon after launching its eCommerce store in 2012, Torfs blended the lines of online and offline by making large touch screens available in their 80 brick-and-mortar shops.**

## The challenge

### Website vulnerability and security issues

“Security has always played a major role in our eCommerce story,” says Torfs’ IT manager Raf De Leu. “Until 2018 we ran a custom-built website. It was a beautiful website, but under the hood, it was a patchwork of custom code combined with various frameworks. The website was vulnerable, and we struggled with security issues.”

## The solution

### Inviting ethical hackers to find and disclose security issues

The concept of working with ethical hackers, which is the name given to security researchers who look for issues in a website that could be exploited by people with malicious intentions, is not new for De Leu. Two ethical hackers would carry out security tests for the brand every few months.

However, Torfs was aware that they were reliant on the knowledge of just two people, despite them being highly-skilled professionals. For this reason, the retailer launched a bug bounty program on Intigriti’s platform.

“I had great support all the way through. The customer success manager shared best practices and valuable tips to ensure success and provided a recommended scope. I made a few, small adjustments to the proposed scope and decided on when would be the best date to go live. From there, we were good to go!”

## The result

### An immediate increase in visibility over the attack surface

Despite having many conversations with Intigriti, De Leu was still quietly hesitant about the amount of impact a bug bounty program could have over other security testing methods. He explains:

- “I wasn't convinced at first. I didn't think there would be anything to find on our website, as our two in-house ethical hackers were doing such great work. I thought they could cover everything, but I was proven wrong.”

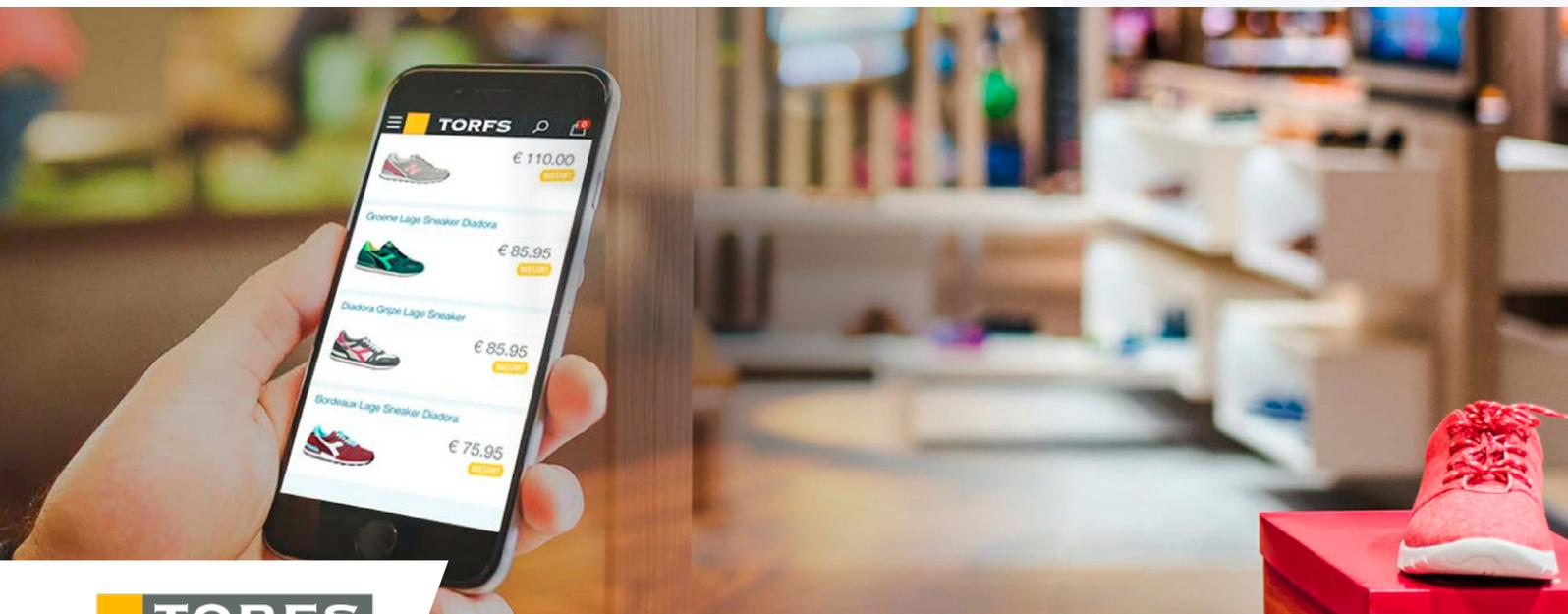
Once Torfs was on the platform, De Leu immediately saw the benefits:

- “We had only been live with the program for two hours before some major vulnerabilities were reported”, De Leu noted. “The biggest advantage is that you can use the knowledge of every single ethical hacker who is connected to the platform.”



Unfortunately, or fortunately, the researchers already found a couple of things. For me, that proves working with an ethical hacking platform is an important part of our security process, and we'll keep working with ethical hackers in the future.

**RAF DE LEU**  
IT-MANAGER TORFS



**TORFS**



INDUSTRY

**Ecommerce - retail**



EMPLOYEES

**685**



ECOMMERCE REVENUE

**28 million EUR**

## Value beyond bug reports

While De Leu is pleased with the vulnerabilities that have come through the platform, the value he places in Intigriti goes beyond that: "What stands out for me is the guidance provided by Intigriti. They immediately assigned us a customer success manager, who advised us every step of the way."

## Continuous support post-launch

Now that Torfs is up and running, the guidance continues. "When a big issue is discovered, we get a phone call from Intigriti. Another thing I like is that all issues are first checked by Intigriti's triage team. When you're a well-known eCommerce player, like we are, a lot of issues are found on the website. Most of them are irrelevant though and not actually a genuine issue. Thanks to the triage team, these non-issues never even reach me, which saved me a lot of time."

## Intuitive platform

De Leu is also enthusiastic about the platform itself. "It's easy to work with. We can log on and see an overview of what's happening, how much budget we still have left for bug bounties, and even look at historical data. It's insightful to have a record of every vulnerability and remember what happened a few months ago."

## Learning opportunities

The developers at Torfs get value out of the platform too. "When they are fixing an issue, our developers can reach out to the researcher who made the discovery and work with them to resolve the issue. Often, they do some re-testing or re-work to make sure the vulnerability is properly mitigated."

## Consistent results, even after switching to Salesforce Commerce Cloud

What has changed for Torfs since using Intigriti? "First of all, in 2018 we switched from our custom website to Salesforce Commerce Cloud. Again, I thought we would surely be secure, on such a well-known platform. Again, I had to change my mind", De Leu says.

"Through the bug bounty program, we continued to discover some serious issues. If a malicious hacker would have found them, they would have cost us a lot of money and would have done a lot of damage to our brand."

## Expanding the scope to micro websites

Considering the amount of money that changes hands on Torfs' main website, it's only natural that eCommerce was the first scope of the bug bounty program. De Leu explains some of the developments of their bug bounty program:

"Recently, we decided to expand the scope to our micro websites as well. These are websites built by our marketing department for various campaigns. Although these pages are static, there is always some kind of registration form included. That makes them a potential target that needs to be secured."

Torfs has now put these sites in a new scope. "The microsites are managed by an external platform. We have an agreement with the owner of that platform: If an issue is found that is related to the platform itself, they will cover the cost of the bounty. The fact that the third party signed this agreement increased our trust in them."

"I'm happy I eventually decided to become a customer at Intigriti, and I'm looking forward to many more years of working together."

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📄 400+ live bug bounty programs

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