

hackerone

HackerOne Customer Success





Your Advocate On The Front Lines of Security

HackerOne customer success acts as an extension of your security team, joining you on the front lines of proactive cybersecurity. Gaining an intimate knowledge of your business challenges and value drivers, we guide you along your journey and ensure you realize the full potential of your HackerOne products and services.

Crucially, your dedicated Customer Success Manager (CSM) advocates for your voice through data insights, collaborative hacker engagement, and proactive customer support and accountability. Your CSM drives strategic alignment and execution of joint success plans.

Key Features and Benefits:

- ✓ **Internal education and change management on working with ethical hackers**
- ✓ **Day-to-day engagement to seamlessly move your program forward**
- ✓ **Point of contact for escalations**
- ✓ **Guidance on defining program success criteria and KPIs**
- ✓ **Industry benchmarking based on the breadth and depth of HackerOne programs**
- ✓ **Data reporting and deep analysis of ROI**

What Does The Customer Success Journey Look Like?

From the outset, your CSM is a collaborative partner, joining you during the early days of your HackerOne engagement. This is the start of a journey where we build the relationship and develop a deep understanding of your challenges and goals.

The customer journey tracks toward some of all of the following milestones:

Initial private launch:

A private launch will invite a select group of hackers to focus on a particular scope and is most customers' first step when launching a bug bounty. The journey leading up to this moment looks different for each customer, depending on complexity and timeline. Your CSM is there to help you overcome obstacles and deliver success.

Public announcement:

Announcing that you are ready to receive vulnerabilities from the public signals to your customers, peers, and the world that security is paramount for your organization. We celebrate your public launch together, helping you promote and publicize the milestone.

Bringing 100% of the attack surface in scope:

Bringing the full attack surface within scope is an aspirational goal and a major accomplishment. HackerOne Customer Success helps customers grow their programs as the attack surface evolves.



"If you take a step back and think of security as a whole, it's a sensitive space—whether that's the urgency of discovering a critical vulnerability or the ongoing change management involved in working with ethical hackers. To have a Customer Success Manager on your side is extremely powerful. They are there to support you, provide practical assistance, and be your advocate at every step in the journey."

Connie Lewis
Director of Customer Success, HackerOne





Which Subscription Level Is Right For You?

HackerOne customer success offers several options to align with the customer's needs and engagement complexity. These levels include:

Enterprise Subscription

A close partnership, providing all the benefits of customer success along with weekly touchpoints with your dedicated CSM, who is closely matched based on criteria like location, complexity of engagement, and industry expertise. This option is ideal for customers utilizing HackerOne as a full-service platform with an eye toward continuous growth.

Professional Subscription with Advisory Services

Provides all the benefits of customer success with quarterly touchpoints from your dedicated CSM. This level is ideal for customers establishing and growing their security program.

Professional Subscription

A lighter engagement centralized around a pod of experienced CSMs. This option is ideal for customers who are comfortable working directly with hackers but desire additional technical support when needed.

Meet Some Of Our Different Customer Success Functions

HackerOne Customer Success represents a highly skilled global team, including approximately 25 managers across North America, EMEA, and APAC.

Other supporting functions that work with customers include Implementation, which guides customers through the early days of setting up; support, which can help with technical queries and troubleshooting; and Mediation, which manages any potential disputes with the researchers.

Meet The Team!



Crystal Hazen *Principal Customer Success Manager*

Crystal Hazen is a Principal Program Manager with over 8 years of expertise at HackerOne, specializing in guiding Enterprise organizations to partner effectively with ethical hackers for software and system security. Crystal draws on her extensive experience helping CISOs and security teams across various industries achieve their goals.

Crystal was an original member of the OpenSSF Vulnerability Disclosure group, contributing to advancing open source security. She also serves on the leadership team of BSidesSF as the Community Events Lead, where she manages Villages, CTF, and the Career Center. Outside of work, Crystal enjoys spending time with her family, hiking with her dogs, and volunteering in the security community.

“The highlight of my day is helping the teams I work with solve problems. For instance, there was a time when a customer was under pressure to release a new product on a short timeline. I was able to help them tailor a testing plan and connect them with hackers possessing the right skill set to uncover critical vulnerabilities quickly, ensuring the product’s security before the launch date.”

Connie Lewis *Director, Customer Success Management*

Connie Lewis is a director of Customer Success Management at HackerOne. Since 2018, Connie has devoted her work to HackerOne’s mission of empowering the world to build a safer internet. As part of the Customer Success Management organization, she leads her team in supporting this mission by developing partnerships that drive high-value outcomes for customers and continuously improve their security posture. Outside of HackerOne, Connie enjoys gardening, walking, running, and spending time outdoors. She is also a music fan with eclectic taste and enjoys attending live music events.



“I’m proud to lead a team that serves as an extension of our customer’s security team, and guiding them through what is, for some, a new space. Every interaction is a chance to learn something new, whether it’s about our customer’s challenges, growth plans, or even their story. It’s fulfilling to partner with customers in finding solutions to their challenges or guiding them to products or services that enhance their security and business strategy.”



Allie Lugton *Senior Implementation Manager*

Allie Lugton was the first Senior Implementation Manager at HackerOne, helping to create processes and documentation for the growing team. Today, she manages implementations for new customers across all time zones, ensuring they are set up for success upon program launch. This includes program setup and policy/scope review, robust inbox management training to ensure a smooth process for customers and hackers upon program launch, and providing industry best practices so each customer can succeed with their program(s). Outside of work, Allie enjoys spending time with her family, traveling, and uncovering new hiking spots.

“I don’t think one day has gone by in my career at HackerOne when I haven’t learned something new about a business, technical subject, or even about a group of people. One example of this is when I attended a Live Hacking Event for one of our customers in Spain. The customer was in an industry I was not familiar with previously, and it was exciting to learn more about their business, what matters most to them as a company, and some of the most important aspects in becoming a security leader in that industry.”



Thanraj P *Senior Technical Support Specialist*

Thanraj P is a dynamic Senior Technical Support Specialist with HackerOne, instrumental in assisting customers with a range of technical issues, including Single Sign-On(SSO), VPN, and API troubleshooting. Dedicated to providing exceptional customer support, Thanraj thrives on resolving issues and ensuring smooth experiences for users. Beyond the technical realm, Thanraj finds joy in embracing life's adventures with enthusiasm, whether spending time with his furry companion or exploring new food through travel.

"We go above and beyond to reassure customers that they are not alone in facing challenges. Help is always just a call away."

Who uses HackerOne Customer Success?

Customers across the globe rely on HackerOne Customer Success.



Moveworks



mercado
libre



Ministry
of Defence

coinbase



zoom

HYATT



AS Watson

What Customers Say About Their Experience



"I recently took over our bug bounty program and, for the first time, was dealing with incoming vulnerability reports. HackerOne customer success made this very easy for me, from providing videos on how to do things within the platform to providing data and guidance on how to run a best-in-class program, to helping me find good stats to report on for internal company metrics. HackerOne customer success has stood out among our security vendors by adding these insights to our program."

Tim Michaud
Security Engineer at Moveworks



"Our collaboration with HackerOne and our dedicated customer success manager helps us maximize our program by outlining well-rounded product coverage as well as innovative ways to engage with the ethical hacker community."

Daniel Ventura
Product Security Manager at Adobe



I wanted to highlight the incredible support we have received from our customer success manager. Their responses and assistance have been phenomenal, and we are extremely grateful for their timely reach-outs and ongoing support!

Jose Ramos
Leader in Offensive Security and Penetration Testing, Uber

