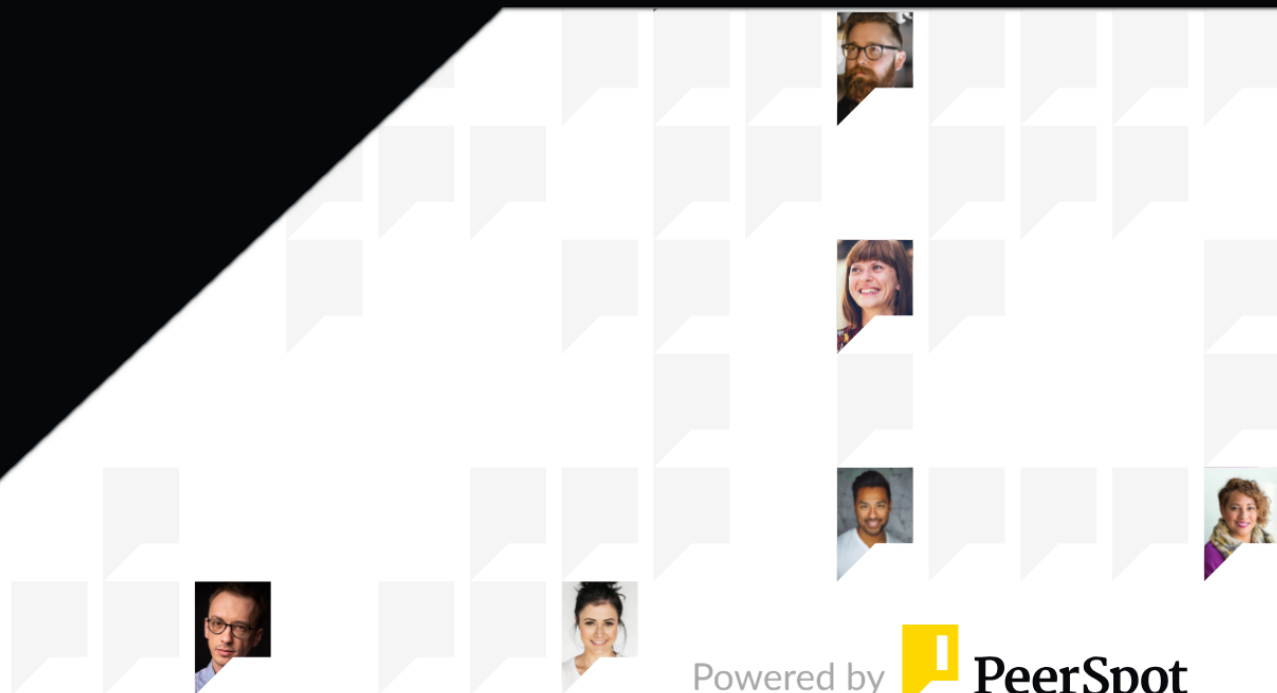


aws marketplace

HackerOne

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



HackerOne

HackerOne Recap

HackerOne is a global leader in offensive security solutions. Our HackerOne Platform combines AI with the ingenuity of the largest community of security researchers to find and fix security, privacy, and AI vulnerabilities across the software development lifecycle. The platform offers bug bounty, vulnerability disclosure, pentesting, AI red teaming, and code security. We are trusted by industry leaders like Anthropic, Crypto.com, General Motors, GitHub, Goldman Sachs, Uber, and the U.S. Department of Defense. HackerOne was named a Best Workplace for Innovators by Fast Company in 2023 and a Most Loved Workplace for Young Professionals in 2024.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I notice a return on investment through the group of researchers at HackerOne identifying vulnerabilities, saving us money, time, and manpower, with the efficiency of HackerOne allowing them to accomplish in three to four hours what would take two red teamers a whole day.”



NitishKumar

Consultant at a manufacturing company with 10,001+ employees

- ✓ “One of the biggest strengths is combining a large community of ethical hackers with a structured platform that helps organizations discover, manage, and remediate security vulnerabilities efficiently.”



Pranay Jain

Senior software engineer at Simplify vms

- ✓ “The fast verification process impacts my motivation significantly because a quick response keeps me motivated, and if I'm going to try and hunt bugs today, I would appreciate a response within the day or at least within a few days.”



Ruphus Muita

Senior ICT Security Consultant at Applied Principles Limited

- ✓ “HackerOne is a very good platform with the trust of different companies including Shopify, PayPal, and Uber, which creates a stronger brand perception and competitive market positioning.”



Pranay Jain

Senior software engineer at Simplify vms

- ✓ “If you have a very critical vulnerability, some good companies will acknowledge it and pay you accordingly based on severity.”



Jagdish SM

QA Engineering Lead at kintsugi

- ✓ “HackerOne has been the right fit for our current situation from both a functionality and cost-effectiveness perspective.”



Ashwini B

Senior Security Professional at Oportun, Inc.

- ✓ “HackerOne is larger than WebCloud and has a better reputation than BugCloud, which results in a smoother process.”



Faizan Nehal

dApp Auditor at Hacken

What users had to say about valuable features:

“You can collaborate with anyone who is interested in collaborating with you on a report. You can add them and split the bounty accordingly.

“If you have a very critical vulnerability, some good companies will acknowledge it and pay you accordingly based on severity. For one of the vulnerabilities that was very severe, the company acknowledged it and paid me more than \$2,000 USD..”

Jagdish SM

QA Engineering Lead at kintsugi

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“HackerOne's bug bounty programs are excellent, and penetration testing is also very good. Security testing of any application can be performed before launching a feature.

“HackerOne is a very good platform with the trust of different companies including Shopify, PayPal, and Uber. This creates a stronger brand perception and competitive market positioning..”

Pranay Jain

Senior software engineer at Simplify vms

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“The steps to reproduce are valuable aspects of HackerOne, and the AI capabilities have been more useful.

“The customizable bounty programs have helped attract high-quality insights for us.

“I find the AI and customizable features useful because they help us summarize information from a layman's perspective as well as for a technical person..”

Ashwini B

[Read full review](#) 

Senior Security Professional at Oportun, Inc.

“HackerOne offers bug bounty programs, vulnerability disclosure programs, red teaming, attack surface management, and other valuable features.

“I find bug bounty programs most valuable for our organization because they invite researchers from around the globe to find bugs in our environment, allowing us to fix various severity vulnerabilities or bugs that, if left unaddressed, could lead to losing customers.

“HackerOne has positively impacted my organization as hiring red teamers to find vulnerabilities would have taken a lot of time, but through HackerOne, we access a vast number of ethical hackers who help identify bugs, which is invaluable for us..”

NitishKumar

[Read full review](#) 

Consultant at a manufacturing company with 10,001+ employees

“In my experience, the best features HackerOne offers include a simple user interface. When I first got into using HackerOne, I did not have anyone to guide me, so I just registered, logged in, and quickly figured out how to filter the scope, filter organizations, and choose which system to try and hack. It has a very simple user interface, and it gives you a quick response—if you submit a bug, someone reaches out to you within minutes, telling you they will verify the bug, and it can be verified in just a few days, sometimes even less than a day, which stands out for me.

“The fast verification process impacts my motivation significantly because a quick response keeps me motivated. I feel that having someone respond in minutes is encouraging, and if I'm going to try and hunt bugs today, I would appreciate a response within the day or at least within a few days. Some programs take long to respond, and then you lose motivation; so for me, the quick responses motivate me to continue submitting bugs.

“I also appreciate the ability to filter programs on HackerOne. I like to focus on web applications, so when I log in and look at the available programs, I can filter specifically for ones related to domains, making it much easier compared to sifting through all programs to find domain-related ones or web, API, etc..”

Ruphus Muita

Senior ICT Security Consultant at Applied Principles Limited

[Read full review](#) 

“HackerOne provides a platform for both developers and bounty hunters, as well as companies to publish their applications and get paid through bug bounty programs and vulnerability disclosure programs. HackerOne offers report management, triage, a large research community, severity and risk assessment, workflow integration, analytics and reporting, and many other features. One of the biggest strengths is combining a large community of ethical hackers with a structured platform that helps organizations discover, manage, and remediate security vulnerabilities efficiently.

“The community aspect of HackerOne helps me personally and helps organizations because they can leverage a global community of ethical hackers to find vulnerabilities before any attackers do. HackerOne functions as a UAT environment where people can test the application, and after the UAT environment, there is a place where testing can be done by breaking the product. Breaking the product is important to test the product thoroughly. HackerOne can be the solution for that when you want to test your product thoroughly, as sometimes breaking the product is the best testing approach. HackerOne can be integrated into tools such as Jira, Slack, and GitHub to streamline the remediation. It also provides a dashboard and insights into security trends, response time, and program performance, which is very helpful for an organization to get their product tested and to get insights about it..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

Other Solutions Considered

“We did not evaluate another option, but we considered Bugcrowd as an alternative. Bugcrowd offers crowd-sourced security testing and bug bounty programs similar to HackerOne..”

Pranay Jain

Senior software engineer at Simplify vms

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“Before choosing HackerOne, we evaluated competitors such as Bugcrowd and Intigriti but opted for HackerOne due to its typical rating of 8.5 out of 10 and its enterprise-grade programs..”

NitishKumar

Consultant at a manufacturing company with 10,001+ employees

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“I prefer Intigriti more than HackerOne because they have very good triagers who listen to you. Their response time is based on the severity. If I file a critical bug, their response time is quite good. The quality of triage is very good and they have very clear policies without anything random..”

Jagdish SM

QA Engineering Lead at kintsugi

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“I decided to go with HackerOne because I have experience with three bug bounty platforms: HackerOne and Bugcrowd. With Bugcrowd, you have to search for opportunities. In contrast, HackerOne presents opportunities directly when you log in. Additionally, other platforms' server response time and reporting methods are longer compared to HackerOne. HackerOne's reporting process is straightforward, with dropdown options for selecting the website and type of vulnerability..”

Hrithik Kumar

SAP Security and GRC Consultant at Skillmine Technology Consulting

[Read full review](#) 

“Since starting work with HackerOne six months ago, we had other previous tools, though I do not remember their names now. HackerOne has been the right fit for our current situation from both a functionality and cost-effectiveness perspective.

“When I took on the bug bounty program, HackerOne was already being used, possibly due to cost considerations or its functionality..”

Ashwini B

Senior Security Professional at Oportun, Inc.

[Read full review](#) 

ROI

Real user quotes about their ROI:

“We have seen return on investment. There is no upfront licensing price, and costs depend upon the scope, number of assets, team size, and support level..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“I notice a return on investment through the group of researchers at HackerOne identifying vulnerabilities, saving us money, time, and manpower, with the efficiency of HackerOne allowing them to accomplish in three to four hours what would take two red teamers a whole day..”

NitishKumar

Consultant at a manufacturing company with 10,001+ employees

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“ROI is based on the time spent and the level of effort you put in. The ROI is very low nowadays. It is only good for some people, particularly big hackers with automation setups. For someone who is starting or in the middle, it is very difficult because you can spend 20 hours sending 20 reports but none of them gets anything. So the ROI is very low for some people and much higher for others..”

Jagdish SM

QA Engineering Lead at kintsugi

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“I have definitely seen a return on investment because every time our application goes to UAT, it is tested by our sales people. However, sometimes the sales people can disregard something or forget to test something. In those cases, HackerOne platform is very good because it provides a great place to test the applications. I haven't seen any specific ROI metrics, but my general impression is that HackerOne provides strong value by helping organizations find vulnerabilities faster and reduce the higher costs associated with security breaches..”

Pranay Jain

Senior software engineer at Simplify vms

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Use Case

“My use case is similar to DuckTron. The processes I use for DuckTron are exactly the same for HackerOne. Therefore, there isn't much of a difference. I use HackerOne for finding vulnerabilities and reporting them, then receiving rewards akin to a bug bounty program.

Within my organization, HackerOne is used for vulnerability coordination through its user interface, which lists programs and websites for reporting vulnerabilities..”

Faizan Nehal

dApp Auditor at Hacken

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“Our main use case for HackerOne is to create a bridge between the organization and a global community of ethical hackers where we ask them to find bugs in our environment, and based on that, they provide us the bugs we have.

“A quick example of how I've used HackerOne is that it provides us bug bounty programs and vulnerability disclosure programs where multiple bug bounty hunters submit their findings about the organization, and those vulnerabilities or bugs are fixed by us. For instance, we received many alerts about expired or mismatched SSL certificates.

“We utilize HackerOne's web page where we log in to see what vulnerabilities are there and what else has been discovered, and based on that, we pick and work on the issues we need to fix..”

NitishKumar

Consultant at a manufacturing company with 10,001+ employees

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“My main use case for HackerOne is mostly for submitting bugs. I get into the programs listed there, find one that is suitable for me, do my penetration testing on the systems, try to bypass some controls, and if I find a bug, I submit it on HackerOne.

“A specific example of a bug I found and submitted through HackerOne that stood out to me involves race conditions because they resonate with me as a unique type of bug. If you can submit simultaneous requests to a program or a system and it fails to queue those requests properly, you end up getting the same response for multiple requests, which I find incredible, so I tend to focus on race conditions.

“I use HackerOne as an individual, primarily as a side hustle. While I'm working for the organization, I do projects related to it, but in my free time, I get into HackerOne and try to hack other systems that are not related to my organization, helping other organizations enhance their security..”

Ruphus Muita

Senior ICT Security Consultant at Applied Principles Limited

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“I am currently using Wiz, a scanning solution for cloud, to see if we are collecting reviews for any of these tools. My company has bought the license for Wiz, and we are using it as consumers.

“HackerOne is used for bug bounty management. Whenever outsiders report any public-facing vulnerabilities or faults in our public-facing websites or domains, we receive a notification, validate it, and award bounties accordingly.

“The ease of collaboration with ethical hackers on HackerOne has been quite good. From my experience, they respond when we do not have enough information on the findings.

“Since starting work with HackerOne six months ago, we had other previous tools as well. HackerOne has been the right fit for our current situation..”

Ashwini B

Senior Security Professional at Oportun, Inc.

[Read full review](#) 

“I use HackerOne for the bug bounty platform to find security issues. When we discover vulnerabilities, we receive awards for them.

“Before testing any new payment API for public release, we can have time-bound testing with expert-selected hackers. I have been part of that community to test different applications and identify vulnerabilities so that companies can get an overview before reaching the job market.

“HackerOne has impacted my work through testing other applications. Ethical hackers on the platform can test thoroughly from end to end, providing new features and insights that give companies and products a competitive edge.

“For example, Uber Technologies ran a production bug where user data could be accessed by changing the user ID in the API request, allowing receipts to be downloaded for any particular user. This bug was present in production and was not found by others. It prevents data leaks and regulatory fines that would occur if the bug reached the real world, while also protecting customer trust..”

Pranay Jain

Senior software engineer at Simplify vms

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“My main use case for HackerOne is bug bounties and getting paid through that platform. Companies like Fastify and Oracle create bug bounties and vulnerability disclosure programs on HackerOne. Ethical hackers test the company's applications, websites, APIs, and systems for security issues. Whenever a vulnerability is found, we can submit it as a report to the platform, and then the company reviews the report. If there is a bug related to that issue, they can fix it and reward the researcher based on the severity of the vulnerability. HackerOne acts as a trusted intermediary.

“HackerOne is a platform where bug bounty hunters can come to one place to find opportunities. Whenever a company raises a new web application and wants continuous security testing, they can publish it on HackerOne. HackerOne has testers and workers who are continuously testing for vulnerabilities and reporting those findings. For example, a researcher can find cross-site scripting vulnerabilities in a user comment section.

“I have a specific example of how I have used HackerOne in a real situation. I personally used it for finding a bug in one of the applications. In one application, whenever we clicked on the login button three times, we were able to go to the home page. After logging in, if we clicked back three times and then clicked again after logout, we were able to go to the home page again because the session storage was not getting stored properly. I reviewed that and raised a report against that vulnerability for a company known as Adwords..”

Pranay Jain

Senior software engineer at Simplify vms

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The solution doesn't need an installation since it's a SaaS model. It's very easy to use. When you log in for the first time, you'll directly see the opportunities page, where companies are ready for you to hack. The opportunities are right before you, so you don't have to search for them like on other platforms. .”

Hrithik Kumar

SAP Security and GRC Consultant at Skillmine Technology Consulting

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“The pricing of HackerOne is good and very great from a pricing perspective. The setup cost is not very much and is very minimal. From a setup cost perspective, the onboarding is relatively straightforward. The organization just needs to define the scope of assets that they need to be tested, configure what workflows they need to be tested, and establish the policies for handling any reports..”

Pranay Jain

Senior software engineer at Simplify vms

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Customer Service and Support

“The ease of collaboration with ethical hackers on HackerOne has been quite good. From my experience, they respond when we do not have enough information on the findings..”

Ashwini B

Senior Security Professional at Oportun, Inc.

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“Technical support at HackerOne has slowed down considerably compared to four years ago. Previously, the support was quicker and more detailed, which is not the case now..”

Faizan Nehal

dApp Auditor at Hacken

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“We have not faced significant issues requiring customer support, but we did have one experience. HackerOne provides many levels of customer support. We have priority support because we are a higher tier, and with high report volumes, the turnaround time is very good..”

Pranay Jain

Senior software engineer at Simplify vms

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Customer Service:

Great, they are responsive and I've received responses from all levels of the company (including responses from Co-Founders).

Technical Support:

Great. While I've only had a couple issues, they have been responded to by the engineering team..”

Validated user

[Read full review](#) 

Lead Developer at a government with 1,001-5,000 employees

Other Advice

“I do have experience with other solutions, but currently I am not using them. I am using some other solutions now. We are exploring additional options but have not yet implemented them. My overall rating for this product is 8 out of 10..”

Ashwini B

Senior Security Professional at Oportun, Inc.

[Read full review](#) 

“There are many social platforms where you can find perspectives on addressing vulnerabilities. I give out solutions based on our current technology. HackerOne has their own blogs and partnerships with many vendors, so they publish reports and preventive measures for various things and patches. My overall rating for HackerOne is 6 out of 10..”

Jagdish SM

QA Engineering Lead at kintsugi

[Read full review](#) 

“There was an event related to bug bounty in which I participated. I could find an issue but could not identify the actual root cause. It was from Uber Technologies involving an insecure direct object reference vulnerability. The user ID in an API request allowed access to another user's trip receipts. This was a gift card-related issue. I would rate this review as nine out of ten..”

Pranay Jain

Senior software engineer at Simplify vms

[Read full review](#) 

“I would highly advise others looking into using HackerOne to start using it for the great experience, great response time, and good rewards; I would highly recommend it. My company does not have any business relationship with HackerOne other than being a customer. I was offered a gift card or incentive for this review. The review rating is 9 out of 10..”

Ruphus Muita

Senior ICT Security Consultant at Applied Principles Limited

[Read full review](#) 

“My advice for others looking into using HackerOne is that it stands above competitors such as [Bugcrowd](#), [Intigriti](#), and [Synack](#), making HackerOne preferable. We covered all the important points regarding HackerOne. I gave this review a rating of 8 out of 10..”

NitishKumar

Consultant at a manufacturing company with 10,001+ employees

[Read full review](#) 

“My organization does not use HackerOne as a product, but I personally use HackerOne because I am an ethical hacker who uses it to test different applications and try to find vulnerabilities. The reason I do it is to get more information about the different applications, to learn through that experience, and to find how to identify problems in an application. It increases my knowledge regarding any subject, which is very helpful for me.

“HackerOne has helped me learn, and there is one technique that I got to pick up. At one place, I was finding a cross-site script issue. There was an API for an order that was passing in the query parameter as the ID of the customer. The order ID and customer ID were getting passed as the query parameter. Whenever we changed that query parameter and if we had the JSON Web [Token](#) for authentication, we were able to get the data of other customers as well. This can be protected if you use some other particular tokens and the payload can be tested properly. I got to know about this problem, which improved my knowledge in back-end writing, especially regarding writing the back-end in APIs. That is one area that I have handled.

“Regarding HackerOne's AI capabilities, I think the accuracy is very good. Up until now, I have not used its AI features, but the accuracy appears to be good. I gave HackerOne a rating of nine out of ten based on my overall experience with the platform..”

Pranay Jain

Senior software engineer at Simplify vms

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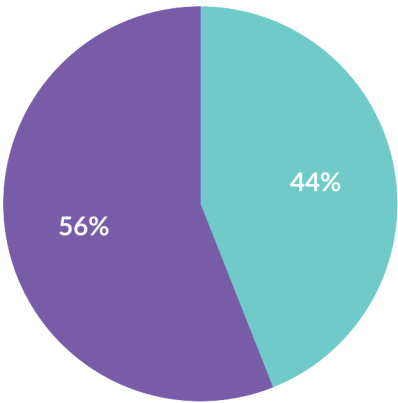
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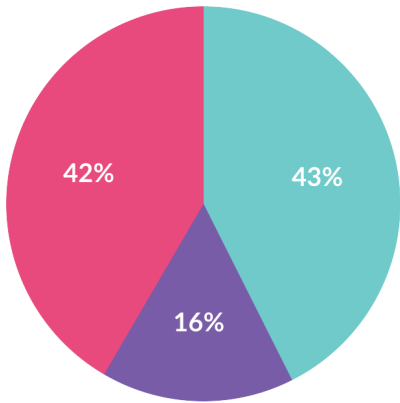


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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PeerSpot helps tech professionals by providing:

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