loveholidays Secures Online Travel Platform with HackerOne Pentest and Bug Bounty

About loveholidays

loveholidays, founded in 2012, has transformed from a startup into a thriving scale-up in the competitive online travel industry. As a tech-driven online travel agent and marketplace, loveholidays stands out compared to traditional travel agencies that rely on managing physical assets like hotels or planes. This unique business model allows them to offer an impressive array of travel options, allowing access to 99% of flights and 37,000 hotels, resulting in over 900 billion possible package holiday combinations. Their cutting-edge technology and commitment to delivering value and ease have positioned them as a leader in providing personalized travel experiences.

Challenge

As loveholidays experienced rapid growth, it faced the challenge of balancing business expansion with robust security measures. Grant Cassin, the Information Security Manager, recognized that security considerations had to keep pace with rapid development in their fast-paced startup environment. With sensitive customer data at stake, the company needed a comprehensive security testing solution to match its agile development process and foster a security-aware culture across the organization. In their search for a security partner, loveholidays found that HackerOne stood out from other providers. HackerOne's strong reputation and global community were key factors in loveholidays' decision. Their ability to scale alongside loveholidays' growth set them apart from smaller providers, making HackerOne an ideal long-term partner for evolving security needs without introducing new risks.

How HackerOne Enhances loveholidays' Security

To address these challenges, loveholidays implemented HackerOne's bug bounty program to complement their maturing security journey. They started small, with just 5 public endpoints in the program, allowing them to gain acceptance from the business stakeholders as they demonstrated success. Over time, they expanded their coverage to 25+ endpoints, with plans to include 40+ in the near future. This gradual approach allowed loveholidays to leverage HackerOne's global community of ethical hackers for continuous, diverse security testing while maintaining a pay-for-performance model that ensured cost-effective vulnerability discovery.

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"HackerOne's bug bounty program suited the modern and forward-thinking tech teams at loveholidays. HackerOne's unique approach gets the approval of our DevOps engineers, encouraging them to actively work with the security team to enhance loveholidays' security posture."

Grant Cassin
Information Security Manager, loveholidays

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After a year of successfully running the bug bounty program, loveholidays decided to onboard HackerOne Pentest to complement their continuous security efforts with methodology-driven testing. This move was part of their long-term security roadmap, timed to coincide with the company's growth and increasing security needs. Their first pentest uncovered 11 vulnerabilities, which the team promptly addressed. The pentest service also provided a more comprehensive security assessment and helped meet compliance requirements, offering a "stamp of approval" for external auditors and the board.

> *If I were to build an internal team to find vulnerabilities on the same scale as HackerOne, it would be very challenging — security salaries aren't cheap, and it would take a year to ramp up a team fully. Via HackerOne, I can get immediate access to experts who are incentivized to find the most impactful vulnerabilities. This flexibility means we haven't compromised company growth for security.*

Dmitri Lerko
Head of Engineering, loveholidays

Outcomes

Implementing HackerOne Bounty and Pentest continues to elevate security as a priority within the organization, fostering a security-aware culture among developers and engineers. The company saw improvements in its security posture through continuous testing and vulnerability discovery. Moreover, loveholidays implemented a cyclical process of assessing, improving, and iterating on their security measures through an internal Technology Risk Committee.

> *The security researchers possess specialized skills in different areas like web application security, mobile app security, and infrastructure security. And with researchers from different time zones, we benefit from continuous security testing, identifying vulnerabilities as soon as they emerge, 24/7.*

Grant Cassin
Information Security Manager, loveholidays

HackerOne and loveholidays By the Numbers

2 years

Two years of security engagements

25+ endpoints

Over 25 different bug bounty endpoints

11 vulnerabilities

11 vulnerabilities found during the first pentest

Looking Ahead With loveholidays and HackerOne

Looking ahead, loveholidays intends to continue utilizing HackerOne's services extensively, with plans to expand their bug bounty and pentest coverage to encompass all public endpoints. By 2025, they aim to explore code assessment and review services with HackerOne, while integrating HackerOne into their OWASP training roadmap for engineers. In the longer term, they are also considering implementing a public bug bounty program.

> *HackerOne played a pivotal role in making security a top priority at loveholidays. Their platform engaged our engineers and developers to think about security proactively, integrating it into every stage of development rather than treating it as an afterthought.*

Grant Cassin
Information Security Manager, loveholidays

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About HackerOne
HackerOne pinpoints the most critical security flaws across an organization's attack surface with continual adversarial testing to outmatch cybercriminals. HackerOne's Attack Resistance Platform blends the security expertise of ethical hackers with asset discovery, continuous assessment, and process enhancement to reduce threat exposure and empower organizations to transform their businesses with confidence. Customers include Citrix, Coinbase, Costa Coffee, General Motors, GitHub, Goldman Sachs, Hyatt, Microsoft, PayPal, Singapore's Ministry of Defense, Slack, the U.S. Department of Defense, and Yahoo. In 2023, HackerOne was named a Best Workplace for Innovators by Fast Company.