HOW TO BUILD A MATURE SECURITY PROGRAM WITHOUT ADDING HEADCOUNT

TrustRadius
an HG Insights Company

LOCATION

Austin, TX

INDUSTRY

Information Security

EMPLOYEES

50-100

CUSTOMERS

Fortra
PandaDoc
Veeam

TrustRadius is a B2B software review platform that helps buyers make confident technology decisions while enabling vendors to build credibility with enterprise customers. Today, TrustRadius operates a mature, continuously improving security program despite running with a lean internal team. By partnering with Software Secured, TrustRadius strengthened its security posture and accelerated enterprise sales without adding security headcount.

Outgrowing Noisy Pentest Reports

TrustRadius's security is handled by a single in-house owner. The role spans application security, cloud infrastructure, IT operations, and compliance. As the business started shifting upmarket, security scrutiny increased. Enterprise buyers demanded clean penetration test reports, fast responses to security questionnaires, and proof of mature controls. This pressure was in addition to SOC 2 Type 2, which was mandatory.

Previous penetration testing vendors had produced noisy reports with false positives, slowing remediation. Worse, they missed real vulnerabilities, including cross-site scripting issues. The resulting friction with auditors and delayed deals was unacceptable. They needed stronger proof, faster remediation, and a partner who could operate as an extension of their lean security function.

A Cross-Application Approach to Penetration Testing

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ABOUT SOFTWARE SECURED

20%

of all vulnerabilities are critical or high

26

vulnerabilities on average per pentest

3X

more vulnerabilities found than the leading competitor

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A Cross-Application Approach to Penetration Testing

TrustRadius selected Software Secured after seeing immediate depth and rigor in testing that previous vendors had missed. Software Secured delivered human-led hacking, but they leveraged scanning tools and automation to speed up efforts and cast a wide net. Instead of testing components in isolation, they used full context into TrustRadius's architecture, configuration, and cross-application workflows to deliver pentesting across applications. The approach uncovered critical vulnerabilities in backend administration systems and trust boundaries between services. Findings that had never surfaced before.

The engagement went beyond a single annual penetration test. Software Secured provided web application and external network pentesting and hands-on remediation support. Detailed reports included clear exploit paths and step-by-step remediation guidance. Three rounds of retesting enabled TrustRadius to fix issues at a sustainable pace.

A modern Portal replaced the friction of legacy tooling. Vulnerabilities were easy to triage. Risk acceptance was explicit. Dashboards showed the greatest threats. Slack integration kept communication tight. Retests were booked without back-and-forth. Software Secured also helped refine the scope to control costs. Testing focused on high-risk external APIs and critical services rather than blanket coverage.

Software Secured held readout sessions so developers could ask questions and so pentesters could educate them and security stakeholders alike. The result was not just better findings, but a true partnership aligned to TrustRadius's budget, roadmap, and compliance goals.

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Stronger Security, Faster Remediation, Real Confidence

The first engagement uncovered pre-existing cross-site scripting vulnerabilities. That discovery became a forcing function. Developers took greater ownership of security issues. Vulnerability remediation became faster and more accountable.

TrustRadius gained confidence in its security posture. Penetration test reports became assets instead of liabilities. Auditors received clear evidence, and Sales teams responded to enterprise questionnaires with speed and clarity.

SOC 2 Type 2 audits became smoother. The most recent audit was described internally as the smoothest they had ever completed. Clean results reduced client pushback and protected deal momentum. Operationally, the team moved faster. Fewer false positives meant less wasted engineering time. Clear remediation steps reduced back-and-forth. Security is increasingly treated as a product feature rather than a compliance chore.

Measurable Security Gains Without Growing the Team

TrustRadius significantly matured its security program without adding headcount. Critical vulnerabilities were uncovered and remediated. Developer accountability improved. Audit friction dropped. Enterprise sales cycles accelerated.While they prepared for a merger and acquisition, Software Secured became a trusted extension of the internal team, providing senior-level expertise on demand.

TrustRadius now approaches SOC 2 requirements with confidence. Security objections no longer stall deals. The organization ships features faster, backed by proof of real security rigor.

> *Software Secured helped us turn penetration testing into a forcing function for real security maturity. It's the smoothest SOC 2 audit we've ever had. -* ***Sr.Sys Admin InfoSec Eng.***

For TrustRadius, the partnership delivers exactly what they needed: mature security outcomes, continuous improvement, and enterprise credibility, without growing the security team.