

ServiceTitan Chooses Inspectiv to Supercharge Security and Operational Efficiency

Securing a growing future requires new solutions and strategy

SUPPORTING AND SECURING THOUSANDS OF BUSINESSES

ServiceTitan is the trusted digital capabilities partner to a thriving community of almost 12,000 commercial and residential service providers. With continuous growth in both feature set and user base, the team worried that their current application security strategies might not keep pace.

“I think the big question is always going to be: ‘How do we continue to scale?’ We’re going to continue to produce a lot of code — is the platform ready to handle that?” said Application Security Engineer Paul Intrakha.

THE CHALLENGES OF STATUS QUO APPLICATION SECURITY

ServiceTitan relied heavily on external pen testing, but scope and price were a constant and growing concern. They also needed access to a broader range of expertise. *“We wanted to tap into the knowledge of the security community to help us identify these vulnerabilities that could potentially be popping up.”*

ServiceTitan evaluated the traditional bug bounty players, but found inconsistent findings quality meant engineers needed *“insurmountable”* handholding to mitigate. And escrow funding requirements made costs unpredictable. *“We couldn’t get comfortable with that variability.”*

SERVICETITAN MEETS INSPECTIV

Paul came across Inspectiv and quickly recognized its potential to enhance ServiceTitan’s security in a new way. It would keep the growing platform secure without giving engineers and security teams more burden of work.

He saw a huge differentiator with the fixed cost model eliminating the worry of the cost variability that comes with traditional bug bounty. That, plus access to a broad community of researchers, made ServiceTitan confident enough to get started.



ServiceTitan is the digital business platform of choice for almost 12,000 residential and commercial service providers across a broad range of trades, including HVAC, plumbing, construction, lawn & landscaping, electrical contracting, and other specialties.

- ➔ **Founded in 2007**
- ➔ **HQ in Glendale, CA**
- ➔ **1,500+ employees**
- ➔ **200M ARR in 2020**



“What caught my eye initially was the fixed cost model and the expectation that going in you know how much you’re going to spend.”



PAUL INTRAKHA
Application Security Engineer, ServiceTitan

For ServiceTitan, external expertise was essential. Constant changes in technology and risk make it hard for internal ServiceTitan security teams to keep up. Inspectiv provides access to the network of diverse security experts and researchers they need to stay confident.

For Paul, this means expertise can keep pace with growth. What was attractive was this continuous evaluation of the platform. *“Our own codebase is constantly evolving and changing, and we wanted to tap into the knowledge of the security community to help us identify these new threats and models that are always popping up.”*

Per security best practice, the result is a layered framework that combines regular, focused penetration testing with continuous scanning by the Inspectiv platform. Paul says it achieves a *“nice balance”*, where carefully scoped penetration tests are complemented by more broad, continuous coverage by experts engaged by Inspectiv.

QUICKER INSIGHT, AND FASTER ACTION TOO

Paul didn’t hesitate when asked how Inspectiv made his life easier. *“I do less hand holding with software engineers and product owners, which saves me time to work on other things. I only participate when I need to.”*

Inspectiv’s information-dense approach, including easy-to-understand findings videos, make remediation easier for engineers. Paul and others get involved as required, but Inspectiv enables engineers and others to resolve most issues on their own. *“With these videos, I don’t ever have to touch them.”* Automation via other important tools like JIRA also saves everybody time.

INSPECTIV: AN IDEAL PARTNER AND PLATFORM

Trust is always critical, but so is value. When asked about the value of the Inspectiv platform, Paul talked about the uniqueness of the business model and solution completeness. As ServiceTitan and its platform expand, Paul expects Inspectiv’s impact to grow as well. *“You’re built to get more eyes on the platform. You also have a system in place to operationalize findings and integrate them into our workflows. It all goes into our ecosystem and starts generating results. So yeah, we can see that scaling with us.”*

BEFORE AND AFTER

Adding Inspectiv to their software security ecosystem is improving ServiceTitan’s platform security while also bringing clarity and consistency to budget decisions.

Before Inspectiv

- ✗ Intermittent pen testing
- ✗ Unpredictable, variable bug bounty costs
- ✗ Poor signal to noise ratio inside alerts
- ✗ Manual mediation and mitigation

After Inspectiv

- ✓ Regular pen testing enhanced with continuous Inspectiv coverage
- ✓ Fixed, predictable prices and agreements
- ✓ Higher quality, better-documented findings
- ✓ Automated, “self-service” issue mitigation