RAPID7 MANAGED DETECTION AND RESPONSE (MDR) SERVICES & SOLUTIONS CASE STUDY

Medium Enterprise Agriculture Company

Introduction

This case study of a medium enterprise agriculture company is based on a February 2022 survey of Rapid7 Managed Detection and Response (MDR) Services & Solutions customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "The Rapid7 MDR service has allowed us to use a very small internal team and leverage a 7×24 SOC with trained experts to watch over things."
>
> "Without Rapid7 MDR, our team would not be able to cover the screens 7×24."

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Rapid7 Managed Detection and Response (MDR) Services & Solutions:

- They decided to adopt a managed detection and response solution because:
  - They didn't have a large enough team to do it in-house
  - They didn't have the right technology
  - They didn't have the resources/budget to do it in-house
  - They needed expert support and guidance
- Prior to implementing Rapid7 MDR, they had approximately 3 dedicated FTEs as part of their organization's in-house cybersecurity team.

Use Case

- The criteria most important in their decision to select Rapid7 MDR was:
  - Team augmentation
  - Investigation capabilities
  - Containment/Incident response
  - Proactive threat hunting
  - Correlation and triage of alerts
  - Threat intelligence
  - Visibility and reporting
  - Cybersecurity expertise
  - Forensics

Results

- Aspects of Rapid7 MDR most impactful to their organizations' security success:
  - 24 × 7 × 365 SOC team
  - Predictable, asset-based pricing
- They said "Our detection and response program has substantially improved since partnering with Rapid7 MDR."
- How they rate the following capabilities based on experience with Rapid7 MDR:
  - SOC Expertise: Excellent
  - Technology: Very Good
  - Threat detection: Excellent
  - Incident Response: Excellent
  - Reporting: Very Good
  - Customer Advisor Guidance: Excellent
- Since we've implemented Rapid7 MDR, our team has:
  - Improved their Mean Time To Respond (MTTR)
  - Had more time to focus on other security initiatives
  - Improved their coverage outside the 5×8 work week
  - Have improved our overall security posture

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Medium Enterprise

Industry:
Agriculture

About Rapid7 Managed Detection and Response (MDR) Services & Solutions

Rapid7 is advancing security to accelerate innovation. Learn how the MDR service provides round-the-clock expert monitoring to defend against threats and stop attackers in their tracks at rapid7.com/mdr.

Learn More:

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