

# SCP Health

## Introduction

This case study of SCP Health is based on a February 2022 survey of Rapid7 Managed Detection and Response (MDR) Services & Solutions customers by TechValidate, a 3rd-party research service.

“Rapid7 MDR has filled some gaps for us. The service has also helped mature our posture according to our last audit. ”

“Without Rapid7 MDR, our team would not have nearly as much visibility as we do now. ”

## 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 had no existing D&R Program
  - They didn’t have a large enough team to do it in-house
  - They didn’t have the right technology
- Prior to implementing Rapid7 MDR, they approximately 6 dedicated FTEs as part of their organization’s in-house cybersecurity team.

### Company Profile

Company:  
**SCP Health**

Company Size:  
**Medium Enterprise**

Industry:  
**Healthcare**

## Use Case

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

### 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](https://rapid7.com/mdr).

Learn More:

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## Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success were:
  - 24 × 7 × 365 SOC team
  - Partnering with a Rapid7 Security Advisor
  - Ability to pivot to engage Rapid7 in Incident Response if breached
  - Proactive threat hunting
  - Complements other Rapid7 Insight solutions
- 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: Very Good
  - Technology: Very Good
  - Threat detection: Very Good
  - Incident Response: Very Good
  - Reporting: Very Good
  - Customer Advisor Guidance: Very Good
- Since we’ve implemented Rapid7 MDR, our team has:
  - Spent less time doing investigations
  - Improved their Mean Time To Respond (MTTR)
  - Received less false positives
  - Had more time to focus on other security initiatives
  - Improved their coverage outside the 5x8 work week
  - Have improved our overall security posture