

National Guardian Life

Introduction

This case study of National Guardian Life 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 Managed Detection and Response has greatly increased our visibility, detection, and response capabilities for on and off hours. The UEBA functionality of the agent is amazing as well. Overall the service is extremely valuable and well worth the price.”

“Without Rapid7 MDR, our team would not have 24x7 coverage without massive expenditure and manpower.”

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
- Prior to implementing Rapid7 MDR, they had approximately 6 dedicated FTEs as part of their organization’s in-house cybersecurity team.

Use Case

- The criteria that was most important in their decision to select Rapid7 MDR was:
 - Team augmentation
 - Correlation and triage of alerts
 - Visibility and reporting
 - IR Automation

Results

- The aspects of Rapid7 MDR that was most impactful to their organizations’ security success:
 - 24 x 7 x 365 SOC team
 - Ability to pivot to engage Rapid7 in Incident Response if breached
- 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: Excellent
 - Threat detection: Excellent
 - Incident Response: Excellent
 - Reporting: Excellent
 - Customer Advisor Guidance: Excellent
- Since we’ve implemented Rapid7 MDR, our team has:
 - Spent less time doing investigations
 - Improved their Mean Time To Detect (MTTD)
 - Improved their Mean Time To Respond (MTTR)
 - Received less false positives
 - Had more time to focus on other security initiatives
 - Had more time to focus on professional development/skills
 - Improved their coverage outside the 5x8 work week
 - Have improved our overall security posture
 - Have been able to engage more with the business

Company Profile

Company:
National Guardian Life

Company Size:
Medium Enterprise

Industry:
Insurance

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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