

Non Profit

Introduction

This case study of a non-profit 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 organization asked to have their name blinded to protect their confidentiality.

“The impact Rapid7’s Managed Detection and Response service has had on our overall organization’s security program is night and day. In the past we have tried to implemented a SIEM in house which turned into a complete waste of money. When I took over this position, I was not going to fail and evaluated over 20 MDR providers.”

“Without Rapid7 MDR, ,my team would not know what is happening and be able to respond.”

Challenges

The business challenges that led the profiled organization 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
 - They didn’t have the resources/budget to do it in-house
 - They were unable to keep pace with organization’s security needs
- Prior to implementing Rapid7 MDR, they had approximately 5 dedicated FTEs we part of their organization’s in-house cybersecurity team.

Organization Profile

The organization 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.

Industry:
Non-profit

Use Case

- The criteria that was most important in their decision to select Rapid7 MDR:
 - Containment/Incident response
 - Threat intelligence
 - Visibility and reporting
 - Cybersecurity expertise
 - Forensics
 - Cost/ROI

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:

[🔗 Rapid7](https://rapid7.com)

Results

- Aspects of Rapid7 MDR most impactful to their organizations’ security success:
 - Automated attack containment provided by MDR Active Response
 - Predictable, asset-based pricing
 - 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: Very Good
 - 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)
 - Had more time to focus on other security initiatives
 - Improved their coverage outside the 5x8 work week
 - Have improved our overall security posture