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

Medium Enterprise Retail Company

Introduction

This case study of a medium enterprise retail company is based on a March 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 impact that Rapid7s MDR service has had on our overall organization is that it has fulfilled our insurance policy requirements, helped give the IT department and C level managers peace of mind, and uncovered best practices that we should be implementing in our environment."
>
> "Without Rapid7 MDR, my team would not be able to have our cyber insurance policy or a Customer Service Advisor who knows our environment who can help us with all things security."

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 resources/budget to do it in-house
  - They needed to fulfill a cyber insurance requirement
- Prior to implementing Rapid7 MDR, they confirmed their in-house cybersecurity team had approximately 8 dedicated FTEs.

Use Case

- The criteria most important in their decision to select Rapid7 MDR:
  - Team augmentation
  - Investigation capabilities
  - Containment/Incident response
  - Proactive threat hunting
  - Threat intelligence
  - Visibility and reporting
  - Cybersecurity expertise
  - Cost/ROI

Results

- Aspects of Rapid7 MDR most impactful to their organizations' security success:
  - 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 remained consistent 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:
  - 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:
Retail

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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