

Medium Enterprise Healthcare Company

Introduction

This case study of a medium enterprise healthcare 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 Rapid7 MDR service has impacted our business by improving our visibility and time to respond greatly.”

“Without Rapid7 MDR, our team would not be able to sleep comfortably at night.”

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 were unable to keep pace with organization's security needs
- Prior to implementing Rapid7 MDR, their organization's in-house cybersecurity team had approximately 5 dedicated FTEs.

Use Case

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

Results

- The aspects of Rapid7 MDR that was most impactful to their organizations' security success:
 - 24 x 7 x 365 SOC team
 - Access to the XDR technology the MDR SOC uses
- 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: Very Good
 - 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)
 - 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

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:
Healthcare

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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