

US Signal

Introduction

This case study of US Signal 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 enabled our leadership to sleep better at night and our SOC team to grow in capability outside of simply triaging SIEM alerts all day.”

“Without Rapid7 MDR, our team wouldn’t be able to be confident that our internal SOC has an external backstop providing an extra set of eyes on our 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 :
 - A combination of wanting to augment our SOC team and it being affordable for us compared to other services.
- Prior to implementing Rapid7 MDR, they had approximately 4 dedicated FTEs as part of their organization’s in-house cybersecurity team.

Company Profile

Company:
US Signal

Company Size:
Medium Enterprise

Industry:
Professional Services

Use Case

- The criteria most important in their decision to select Rapid7 MDR was:
 - Team augmentation
 - Technology stack in use
 - Visibility and reporting

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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Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success are:
 - 24 x 7 x 365 SOC team
 - Access to the XDR technology the MDR SOC uses
 - Predictable, asset-based pricing
- 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
 - Reporting: Needs Improvement
 - Customer Advisor Guidance: Very Good
- Since we’ve implemented Rapid7 MDR, our team has:
 - Spent less time doing investigations
 - Improved their Mean Time To Detect (MTTD)
 - Received fewer false positives
 - Improved their coverage outside the 5x8 work week
 - Have improved our overall security posture