

# Rapid7 InsightIDR Case Study: Nu Age Managed Services

## Introduction

This case study of Nu Age Managed Services is based on an October 2021 survey of InsightIDR customers by TechValidate, a 3rd-party research service.

## Challenges

The business challenges experienced before evaluating and ultimately selecting InsightIDR:

- Difficulty identify cyber security threats on endpoints
- Lacking SOC efficiency around detection and response
- Lots of jumping between different tools; leveraging multiple tools to look at different security telemetry
- Dealing with many blind spots across our environment

## Use Case

The key features and functionalities of InsightIDR that the surveyed company uses:

- Curated Threat Intelligence and Detections
- Endpoint Detection and Response (EDR)
- Centralized Log Management
- Investigations and Incident Response
- Threat Hunting

This organization leverages InsightIDR as both their SIEM and XDR.

They have deployed the Rapid7 Insight Agent across 76% – 99% of the assets in their environment. Outcomes realized by leveraging the Insight Agent with InsightIDR:

- Improved endpoint visibility
- Accelerated detection of targeted or compromised assets
- Accelerated time to contain threats on the endpoint

## Results

The surveyed company achieved the following results with InsightIDR:

- Confirmed that InsightIDR provided superior time to value, compared to similar tools used in the past.
- Since they started using InsightIDR, they said that Threat detection and response is greatly improved.
- The surveyed company agreed that InsightIDR helped them to:
  - Level up and advance security program
  - Spend more time on training and advancing security skills
  - Spend more time on innovative work / special projects
  - Greatly improve team efficiency

Since adopting InsightDR, they stated that they were able to reduce:

- Team time to address an incident by 25-50%
- Mean time to respond (MTTR) by 25-50%
- Mean time to resolution or containment (MTTC) by 25-50%
- Employee downtime as a result of incidents by 25-50%
- Occurrence of false positives by 25-50%

### Company Profile

Company:  
**Nu Age Managed Services**

Company Size:  
**Small Business**

Industry:  
**Computer Services**

### About Rapid7 InsightIDR

Rapid7 is advancing security to accelerate innovation. Learn how our Insight Platform delivers shared visibility, analytics, and automation at [www.rapid7.com](http://www.rapid7.com).

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