RAPID7 INSIGHTIDR CASE STUDY

Rapid7 InsightIDR Case Study: City Of Mesquite

Introduction

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

> "Rapid7 InsightIDR gives me the ability to quickly assess our security incidents. In the past, I would manually review various logs each morning to try and assess if we had any issues. InsightIDR gives me near real-time updates on issues so that they can be taken care of quickly."

Challenges

The business challenges experienced before evaluating and ultimately selecting InsightIDR:

- Difficulty identify cyber security threats on endpoints
- Steep learning curve for new employees to get up to speed with security tools
- 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:

- User Behavior Analytics (UBA)
- Curated Threat Intelligence and Detections
- Endpoint Detection and Response (EDR)
- Centralized Log Management
- Investigations and Incident Response
- File Integrity Monitoring (FIM)

They have deployed the Rapid7 Insight Agent across 100% of the assets in their environment. Outcomes realized by leveraging the Insight Agent with InsightIDR:

- Improved endpoint visibility

Organization Profile

Organization:
City of Mesquite

Organization Size:
State & Local

Industry:
Government

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.

Learn More:

 Rapid7

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
- Reduce team burnout
- Improve work-life balance
- Improve employee retention

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

- Team time to address an incident by 25-50%
- Mean time to respond (MTTR) by 50% or more
- Mean time to resolution or containment (MTTC) by 50% or more
- Employee downtime as a result of incidents by 10-25%
- Occurrence of false positives by 10-25%

Research by **TechValidate** by SurveyMonkey