

Traditional Medicinals

Introduction

This case study of Traditional Medicinals 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 impact Rapid7’s MDR program has had on our organization is that originally, we really didn’t have a program and when a partner of ours was hit with a ransomware attack we determined that we really had to move to a managed detection service. After speaking with a few different groups we decided that Rapid7 would be the best partner for my team. We are not experts in cyber security and we know we would be relaying heavily on our partner. At the time it seemed, and has proven to be true, that Rapid7 was going to work with us not just provide a tool.”

“Without Rapid7 MDR, our team wouldn’t even know where to begin in fixing our environment to protect the company from bad actors.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Rapid7 Managed Detection and Response (MDR) Services & Solutions:

- Traditional Medicinals 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 right technology
 - They needed expert support and guidance
- Prior to implementing Rapid7 MDR, their organization’s in-house cybersecurity team had approximately 3 dedicated FTEs.

Use Case

- The criteria most important in their decision to select Rapid7 MDR:
 - Team augmentation
 - Proactive threat hunting
 - Threat intelligence
 - Visibility and reporting
 - Cost/ROI

Results

- Aspects of Rapid7 MDR most impactful to their organizations’ security success:
 - 24 x 7 x 365 SOC team
 - Proactive threat hunting
- They said “Our detection and response program has greatly 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: Excellent
 - Incident Response: Excellent
 - Reporting: Very Good
 - Customer Advisor Guidance: Excellent
- Since we’ve implemented Rapid7 MDR, our team has:
 - Improved their Mean Time To Detect (MTTD)
 - Improved their Mean Time To Respond (MTTR)
 - Had more time to focus on other security initiatives

Company Profile

Company:
Traditional Medicinals

Company Size:
Medium Enterprise

Industry:
Food

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.

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