

# Medium Enterprise Hospitality Company

## Introduction

This case study of a medium enterprise hospitality company is based on a February 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.



“Rapid7 Managed Detection and Response has proved to be an integral part of our security and provides expert monitoring, notification and remediation services.”

“Without Rapid7 MDR, our team wouldn’t be able to provide the expert coverage outside of the normal duty day.”

## 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 needed extra coverage to augment Security Operations
- Prior to implementing Rapid7 MDR, they had approximately 3 dedicated FTEs as part of their organization’s in-house cybersecurity team.

## Use Case

- The criteria that was most important in their decision to select Rapid7 MDR was:
  - Team augmentation
  - Proactive threat hunting
  - Cybersecurity expertise
  - Forensics
  - Cost/ROI

## Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success were:
  - 24 x 7 x 365 SOC team
- 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: Excellent
  - Technology: Excellent
  - Threat detection: Excellent
  - Incident Response: Excellent
  - Reporting: Excellent
  - Customer Advisor Guidance: Excellent
- Since we’ve implemented Rapid7 MDR, our team has:
  - 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:  
**Hospitality**

### 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](https://rapid7.com/mdr).

**Learn More:**

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