

Small Business Computer Software Company

Introduction

This case study of a small business computer software 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.



“It has given us a backbone of service to rely on to help augment our team. The 24/7 SOC has allowed us to focus on other aspects knowing there is always a team helping to uncover threats. The security experts have also allowed us to have a good sounding board during events and incidents that provide direction and speed to respond with confidence. ”

“Without Rapid7 MDR, our team wouldn’t be able to focus on additional projects and education to further the company’s security posture.”

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 had no existing D&R Program
 - They didn’t have a large enough team to do it in-house
 - They didn’t have the resources/budget to do it in-house
 - They needed expert support and guidance
- Prior to implementing Rapid7 MDR, they had approximately 5 dedicated FTEs as part of their organization’s in-house cybersecurity team.

Use Case

- The criteria most important in their decision to select Rapid7 MDR was:
 - Team augmentation
 - Technology stack in use
 - Proactive threat hunting
 - Correlation and triage of alerts
 - Visibility and reporting
 - Cybersecurity expertise
 - Cost/ROI

Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success were:
 - 24 x 7 x 365 SOC team
 - Ability to pivot to engage Rapid7 in Incident Response if breached
 - Proactive threat hunting
 - Complements other Rapid7 Insight solutions
- 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: Excellent
 - Technology: Excellent
 - Threat detection: Very Good
 - Incident Response: Very Good
 - Reporting: Very Good
 - Customer Advisor Guidance: Excellent
- Since we’ve implemented Rapid7 MDR, our team has:
 - Spent less time doing investigations
 - Had more time to focus on other security initiatives
 - Had more time to focus on professional development/skills
 - 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:
Small Business

Industry:
Computer Software

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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