

Medium Enterprise Computer Software Company

Introduction

This case study of a medium enterprise 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.



“The impact Rapid7’s Managed Detection and Response service has had on our overall organization’s security program is that we are able to focus on security projects more and give assurances to the company management and clients that specialist have eyes on our logs 24x7x365.”

“Without Rapid7 MDR, our team wouldn’t be able to focus as much on other areas of importance to the business and security framework alignment initiatives.”

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 didn’t have a large enough team to do it in-house
 - They didn’t have the right technology
 - 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 2 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:
 - Investigation capabilities
 - Containment/Incident response
 - Proactive threat hunting
 - Correlation and triage of alerts
 - Threat intelligence
 - Visibility and reporting
 - Cybersecurity expertise

Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success are:
 - 24 x 7 x 365 SOC team
 - Ability to pivot to engage Rapid7 in Incident Response if breached
 - 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: Very Good
 - Incident Response: Very Good
 - Reporting: Very Good
 - Customer Advisor Guidance: Very Good
- 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:
Medium Enterprise

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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