

# Small Business Consumer Products Company

## Introduction

This case study of a small business consumer products company 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 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 the mean time to value. The ability to quickly spin up a SIEM solution with around the clock monitoring checks most of the boxes required within the majority of frameworks and compliance models.”

“Without Rapid7 MDR, my team would not be able to mature beyond a single resource trying to implement best security practices.”

## 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, their organization’s in-house cybersecurity team had approximately 5 dedicated FTEs.

## Use Case

- The criteria most important in their decision to select Rapid7 MDR was:
  - Team augmentation
  - Technology stack in use
  - Investigation capabilities
  - Containment/Incident response
  - Proactive threat hunting
  - Correlation and triage of alerts
  - Threat intelligence
  - Visibility and reporting
  - Cybersecurity expertise
  - Forensics
  - Cost/ROI
  - IR Automation

## Results

- Aspects of Rapid7 MDR most impactful to their organizations’ security success:
  - 24 × 7 × 365 SOC team
  - Ability to pivot to engage Rapid7 in Incident Response if breached
  - Complements other Rapid7 Insight solutions
- They said “Our detection and response program has remained consistent 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: Needs Improvement
  - Customer Advisor Guidance: Very Good
- Since we’ve implemented Rapid7 MDR, our team has:
  - Had more time to focus on other security initiatives
  - Improved their coverage outside the 5×8 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:  
**Consumer Products**

### 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:**

[🔗 Rapid7](https://rapid7.com)