RAPID7 MANAGED DETECTION AND RESPONSE (MDR) SERVICES & SOLUTIONS CASE STUDY

Small Business Aerospace & Defense Company

Introduction

This case study of a small business aerospace & defense 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.

> "Rapid7's MDR service has impacted my organization by solving many needed areas in one offering. "
>
> "Without Rapid7 MDR, my team would not be able to go day to day. "

Challenges

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

- Why they decided to adopt a managed detection and response solution:
  - They didn't have a large enough team to do it in-house
  - They were unable to keep pace with organization's security needs
  - They needed expert support and guidance
- MDR solutions they used previously to Rapid7 MDR:
  - Arctic Wolf MDR
  - Another
- Prior to implementing Rapid7 MDR, they had approximately 4 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:

- 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
  - Access to the XDR technology the MDR SOC uses
  - Partnering with a Rapid7 Security Advisor
  - Automated attack containment provided by MDR Active Response
  - Ability to pivot to engage Rapid7 in Incident Response if breached
  - 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: Excellent
  - Incident Response: Excellent
  - Reporting: Excellent
  - Customer Advisor Guidance: Excellent
- Since we've implemented Rapid7 MDR, our team has:
  - Spent less time doing investigations
  - Improved their Mean Time To Detect (MTTD)
  - Improved their Mean Time To Respond (MTTR)
  - Received less false positives
  - Had more time to focus on other security initiatives
  - Had more time to focus on professional development/skills
  - Improved their coverage outside the 5×8 work week
  - Have improved our overall security posture
  - Have been able to engage more with the business

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:
Aerospace & Defense

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:

⧉ Rapid7