

# Medium Enterprise Banking Company

## Introduction

This case study of a medium enterprise banking 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 that Rapid7’s Managed Detection and Response service has had on our organization is that it has vastly improved our security program – specifically around threat detection and response as well as visibility into our network. ”

“Without Rapid7 MDR, our team would not be able to adequately understand what is going on our network and conduct any semblance of threat hunting. ”

## 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 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:
  - Team augmentation
  - Investigation capabilities
  - Containment/Incident response
  - Proactive threat hunting
  - Correlation and triage of alerts
  - Threat intelligence
  - Visibility and reporting
  - Cybersecurity expertise
  - Forensics
  - IR Automation

## Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success were:
  - 24 x 7 x 365 SOC team
  - Automated attack containment provided by MDR Active Response
  - Proactive threat hunting
- 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: Very Good
  - Reporting: Good
  - Customer Advisor Guidance: Excellent
- Since we’ve implemented Rapid7 MDR, our team has:
  - Had more time to focus on other security initiatives
  - 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:  
**Banking**

### 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](#)