

Medium Enterprise Construction Company

Introduction

This case study of a medium enterprise construction 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 it provides us the assurance of 24x7 monitoring of our environment and the ability to reach to experts quickly in case of need.”

“Without Rapid7 MDR, our team wouldn’t be able to respond to cyber threats effectively.”

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 were unable to keep pace with organization’s security needs
 - They needed expert support and guidance
- Prior to implementing Rapid7 MDR, they had approximately 1 dedicated FTE as a part of their organization’s in-house cybersecurity team.

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:
Construction

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

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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Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success were:
 - 24 x 7 x 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
 - Predictable, asset-based pricing
 - 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: Very Good
 - 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
 - Improved their Mean Time To Detect (MTTD)
 - Improved their Mean Time To Respond (MTTR)
 - Had more time to focus on other security initiatives
 - Improved their coverage outside the 5x8 work week
 - Have improved our overall security posture
 - Have been able to engage more with the business