

# Large Enterprise Computer Software Company

## Introduction

This case study of a large 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 this is the first time we have had near 100% visibility.”

“Without Rapid7 MDR, our team would not be able to monitor the entire network with a working SIEM and 24×7 eyes on alerts.”

## 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 were unable to keep pace with organization’s security needs
- Prior to implementing Rapid7 MDR, they had approximately 8 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 was:
  - Technology stack in use
  - Visibility and reporting
  - Cost/ROI

## Results

- The aspects of Rapid7 MDR most impactful to their organizations’ security success was:
  - 24 × 7 × 365 SOC team
  - 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: 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
  - Had more time to focus on other security initiatives
  - Improved their coverage outside the 5x8 work week

### 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:  
**Large 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](https://rapid7.com/mdr).

**Learn More:**

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