

Direct Federal Credit Union

Introduction

This case study of Direct Federal Credit Union 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 impact Rapid7’s Managed Detection and Response service has had on our overall organization’s security program is that I can sleep at night now. It works and works well.”

“Without Rapid7 MDR, my team wouldn’t be able to pursue additional security initiatives.”

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 the resources/budget to do it in-house
 - They needed expert support and guidance
- Prior to implementing Rapid7 MDR, they had 3 dedicated FTEs as part of their organization’s in-house cybersecurity team.

Company Profile

Company:
Direct Federal Credit Union

Company Size:
Small Business

Industry:
Banking


Use Case

- The criteria most important in their decision to select Rapid7 MDR was:
 - Team augmentation
 - Investigation capabilities
 - Proactive threat hunting
 - 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:

 [Rapid7](https://rapid7.com)

Results

- Aspects of Rapid7 MDR most impactful to their organizations’ security success:
 - 24 × 7 × 365 SOC team
 - Partnering with a Rapid7 Security Advisor
 - Automated attack containment provided by MDR Active Response
- 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:
 - Had more time to focus on other security initiatives
 - Had more time to focus on professional development/skills
 - Improved their coverage outside the 5x8 work week