

# Large Enterprise Energy & Utilities Company

## Introduction

This case study of a large enterprise energy & utilities 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.



“Using MDR has impacted our overall security program by giving the team 24x7 visibility into the companies infrastructure.”

“Without Rapid7 MDR, our team would not be able to focus on incident response and provide 24x7 monitoring.”

## 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
- Prior to implementing Rapid7 MDR, they had approximately 10 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:
  - Technology stack in use
  - Investigation capabilities
  - Proactive threat hunting
  - Visibility and reporting

## Results

- The aspects of Rapid7 MDR that is most impactful to their organizations' security success:
  - 24 x 7 x 365 SOC team
  - Ability to pivot to engage Rapid7 in Incident Response if breached
  - Proactive threat hunting
- They said “Our detection and response program has greatly improved since partnering with Rapid7 MDR.”
- How they rate the following capabilities based on experience with Rapid7 MDR:
  - SOC Expertise: Very Good
  - Technology: Very Good
  - Threat detection: Very Good
  - Incident Response: Very Good
  - Reporting: Excellent
  - Customer Advisor Guidance: Very Good
- Since we've implemented Rapid7 MDR, our team has:
  - Improved their Mean Time To Detect (MTTD)
  - 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:  
**Large Enterprise**

Industry:  
**Energy & Utilities**

### 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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