

Medium Enterprise Healthcare Company

Introduction

This case study of a medium enterprise healthcare 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.

“Without Rapid7 MDR, our team would not be able to catch vulnerabilities or breaches as quickly.”

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 had no existing D&R Program
 - They didn’t have a large enough team to do it in-house
 - They didn’t have the resources/budget to do it in-house
- Confirmed that prior to implementing Rapid7 MDR, they had approximately 3 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
 - Cybersecurity expertise
 - Forensics

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
 - Ability to pivot to engage Rapid7 in Incident Response if breached
- 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:
 - Improved their Mean Time To Detect (MTTD)
 - Improved their Mean Time To Respond (MTTR)
 - Received less false positives
 - 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
 - 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:
Healthcare

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:

[!\[\]\(bff896c19919791b89ab521f039b410a_img.jpg\) Rapid7](#)