

Large Enterprise Energy & Utilities Company

Introduction

This case study of a large enterprise energy & utilities 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.



“This biggest impact of implementing Rapid7 MDR is that now we can confidently say that rapid7 will detect the next threat we are facing as an organization.”

“Without Rapid7 MDR, our team would not be able to detect the threats facing the organization, especially on the endpoints”

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 approximately 2 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:
 - Technology stack in use
 - Investigation capabilities
 - Proactive threat hunting
 - Threat intelligence
 - Visibility and reporting
 - Cybersecurity expertise
 - Forensics
 - Cost/ROI

Results

- The aspects of Rapid7 MDR most impactful to their organizations' security success were:
 - 24 x 7 x 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
 - 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
 - Received less false positives
 - 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.

Learn More:

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