

# Bartlett Regional Hospital

## Introduction

This case study of Bartlett Regional Hospital is based on a February 2022 survey of Rapid7 Managed Detection and Response (MDR) Services & Solutions customers by TechValidate, a 3rd-party research service.



“Our program has significantly improved and I am much more confident in our overall security posture. Having the Rapid7 Managed Detection and Response team augmenting my team allows us to sleep better at night and be able to leave work knowing that we are still covered and can respond quickly if we receive an alert from the DR team.”

“Without Rapid7 MDR, our team would not be able to enjoy a good work-life balance or relax in their off hours for fear of missing something. The MDR team has our back and is a vital part of our overall security posture.”

## 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 right technology
  - They didn't have the resources/budget to do it in-house
  - They were unable to keep pace with organization's security needs
- Prior to implementing Rapid7 MDR, they had approximately 5 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:
  - Team augmentation
  - Technology stack in use
  - Investigation capabilities
  - Containment/Incident response
  - Proactive threat hunting
  - Correlation and triage of alerts
  - Visibility and reporting
  - Cybersecurity expertise
  - Cost/ROI
  - IR Automation

## Results

- The aspects of Rapid7 MDR most impactful to their organizations' security success was:
  - 24 x 7 x 365 SOC team
  - Access to the XDR technology the MDR SOC uses
  - 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
  - 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
  - Have been able to engage more with the business

### Company Profile

Company:  
**Bartlett Regional Hospital**

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](https://rapid7.com/mdr).

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