OUTNUMBERED, NOT ALONE:
HOW RAPID7 MDR CUSTOMERS TOOK COMMAND

Securing Member Trust and National Infrastructure with Rapid7 MDR

Background

As one of Australia's most trusted member-owned banks, Defence Bank serves current and former Australian Defence Force personnel and their families. That mission comes with high expectations around resilience, integrity, and trust. It also comes with a small, focused IT team responsible for a broad attack surface - one that includes cloud services, legacy platforms, third-party providers, and endpoints across the country.

"Having a single person on call 24/7 wasn't sustainable," says Nick Bellette, Head of Cybersecurity. With emerging threats and complex compliance demands growing faster than headcount, Defence Bank needed to modernize its detection and response without losing visibility or control.

What changed

Despite their maturity in endpoint protection and preventative tooling, the team realized that internal triage couldn't keep up with the volume and velocity of threats. MDR wasn't just a staffing solution - it was a strategic one.

They wanted full attack surface visibility, faster signal-to-action speed, and a human partner they could trust during escalation.

The Rapid7 MDR experience

Rapid7 MDR gave Defence Bank the confidence to respond faster and with greater clarity. The SOC team acts as an extension of their own, providing not just detection and escalation, but guidance.

From onboarding to playbook refinement to threat reporting, Rapid7 helps Defence Bank improve both technical outcomes and board-level communication.

> **"**
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> When Rapid7 calls us, it's a high-fidelity call," says Nick. "They've already triaged, already verified and they're explaining exactly what's going on."

Confidence That Commands Respect

With Rapid7 MDR, Defence Bank strengthened both its operational resilience and its team's confidence. When every incident matters and every alert must be trustworthy they know they're supported by experts who understand their mission.

"It's not just the tech," Nick says. "It's the partnership. It's that we trust them."

Ready to Make the Switch?

Find out how Rapid7 MDR helps security teams eliminate blind spots, reduce noise, and accelerate response - with trusted experts by your side.

[Learn more →](#)

[Request a demo →](#)

Results at a glance

- End-to-end visibility across hybrid and cloud environments

- Reduced noise, false positives and unnecessary escalations

- Detection-to-decision time accelerated with high-context alerts

- Seamless integration with internal workflows and security tools

ABOUT RAPID7

Rapid7 is creating a more secure digital future for all by helping organizations strengthen their security programs in the face of accelerating digital transformation. Our portfolio of best-in-class solutions empowers security professionals to manage risk and eliminate threats across the entire threat landscape from apps to the cloud to traditional infrastructure to the dark web. We foster open-source communities and cutting-edge research–using these insights to optimize our products and arm the global security community with the latest in attacker methodology. Trusted by more than 11,000 customers worldwide, our industry-leading solutions and services help businesses stay ahead of attackers, ahead of the competition, and future-ready for what's next.

RAPID7

SECURE YOUR

Cloud | Applications | Infrastructure | Network | Data

ACCELERATE WITH

Command Platform | Exposure Management | Attack Surface Management | Vulnerability Management | Cloud-Native Application Protection | Application Security | Next-Gen SIEM | Threat Intelligence | MDR Services | Incident Response Services | MVM Services

SECURITY BUILT TO OUTPACE ATTACKERS

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