



RAPID7

CUSTOMER STORY

Industry

Retail

Company Size

Mid-Market

Package

Managed Threat
Complete

**A SPRAWLING IT ESTATE
SPEEDS RESPONSE BY
40%. HERE'S HOW.**

 **Alexander Bürkle**

OVERVIEW

Alexander Bürkle GmbH & Co. KG is one of Germany's largest electrical wholesalers, supplying more than ten thousand customers with 3.8 million electronic products and intelligent solutions for building technology and the automation of machines and production systems. The company also has a sprawling IT ecosystem: over 2,000 IP addresses, serving 10,000 customers, and diverse systems that power operations.

This story is about how Alexander Erben, Security Specialist at Alexander Bürkle stays compliant with the EU's strict cybersecurity regulations, stops threats before they escalate, and also gets a good night's sleep.

Alexander and his team had one key question when they evaluated managed service providers: who could integrate, collaborate, and form one hypereffective team with them? Experience with Rapid7's SIEM and VM tools sped the decision.

24/7 MONITORING, BECAUSE HUMANS SLEEP

Threat actors don't play by the rules of 40-hour work weeks and reasonable vacations.

With Rapid7's Managed Threat Complete, Alexander Bürkle gained round-the-clock monitoring and real-time threat detection. Before this, an alert raised on a Friday night might not be addressed until Monday morning — a delay that could mean the difference between a minor incident and a major breach.

Now, Rapid7's SOC team acts swiftly, identifying and quarantining threats before they escalate. Now, Rapid7's SOC team acts swiftly, identifying and quarantining threats before they escalate. "The response times we've seen from Rapid7 are incredible," Alexander said. "Knowing someone is watching even when we're not—it's a huge relief."



+

10,000
CUSTOMERS,
WITH OVER
3.8 MILLION
ELECTRONIC
PRODUCTS &
SOLUTIONS

PARTNERSHIP, PROACTIVITY, AND TANGIBLE RESULTS

What sets Rapid7 apart, Alexander emphasized, is the collaboration. Monthly meetings with a dedicated Customer Advisor ensure that no alert goes unexplained, and no vulnerability is left unaddressed.

Rapid7's Command Platform also offers flexibility and customization, enabling Alexander Bürkle to tailor dashboards and reports. This is particularly useful for management-level discussions, where high-level insights count.

With Rapid7's support, Alexander's team has achieved a 40% improvement in response speed and gained the ability to dive deeper into vulnerabilities and threats. And unique features like 13-month log retention and unlimited data ingestion mean better, more thorough investigations and long-term compliance.

While Alexander hopes he'll never have to test Rapid7's incident response capabilities in a critical scenario, he's confident in the team's readiness. "If something happens, we know they'll act swiftly and support us every step of the way."



We review reports together, discuss open tickets, and get advice on prioritizing critical issues. It's not just about reacting to threats—it's about staying ahead of them.

Alexander Bürkle, Alexander Bürkle GmbH & Co.



TAKEAWAY: YOU MAY NOT WANT TO DO THIS ALONE

Today, the company is focused on growing its security team and preparing for new challenges, from AI-driven threats to an expanding digital footprint. And with Rapid7 as a trusted partner, Alexander believes they're ready for whatever comes next.

Because while technology is often center stage, the job is also about trust, collaboration, and staying one step ahead. "It's a managed platform where everything comes together," Alexander said. "And I'm not the only one looking at it. That makes all the difference."

Rapid7 is there for that.

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.



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CUSTOMER STORIES



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