

OUTNUMBERED, NOT ALONE: HOW RAPID7 MDR CUSTOMERS TOOK COMMAND

Securing What Others Can't Touch: How Norwich Took Command with MDR

Background

Norwich University operates one of the most complex IT environments in higher education. With a military student population, a research program involving offensive cybersecurity and dark web activity, and a lean security team of 3 staff and a CIO, traditional visibility and coverage weren't enough.

Log ingestion was limited by cost. Overnight alerting was unreliable. The team needed broader visibility, round-the-clock detection, and support that could match the sophistication of their environment.

What changed

The previous MDR provider couldn't meet Norwich's needs. After-hours detection was lacking, and Splunk's data limits forced painful tradeoffs - what to log, what to skip, what to risk.

Norwich began looking for a partner who could eliminate those blind spots, offer real-time response, and provide clear, consistent guidance across their diverse user base and infrastructure.

The Rapid7 MDR experience

Rapid7's Managed Threat Complete (MTC) replaced those limitations with unlimited data ingestion, expert-led triage, and containment at speed.

When malware hit, Rapid7 MDR detected it within 10 minutes. A direct phone call came from their assigned analyst 5 minutes later. The impacted system had already been quarantined - before the Norwich team even logged in.



It had all been quarantined. And that's exactly the kind of thing we were looking for... We know what's going on. We're getting visibility."

Chip Bacon, Associate VP for Information Security, Norwich University

Why it matters

With Rapid7 MDR, Norwich didn't just improve detection. They gained a trusted extension of their team - one that brings clarity, coverage, and confidence every day.

+

+

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

- 25–30% cost savings over previous provider
- Real-time alerting and containment within 15 minutes
- Unlimited endpoint visibility - no data caps
- SOC analysts who understand their environment
- Peace of mind during off-hours

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.



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

Try our security platform risk-free - start your trial at rapid7.com

