

# RFA Offers MDR Services To MSSP Clients, With Reco

RFA is a global IT, financial cloud, and cybersecurity provider to the financial services and alternative investment sectors. RFA has been in business for over 30 years. Taking pride in redefining the future of technological support through R&D, DevOps, automation, and machine-learning, RFA provides clients with tomorrow's edge today.

## Before Reco

RFA has developed a robust cybersecurity offering portfolio, featuring endpoint detection and response, vulnerability management, managed detection and response (MDR), and more. Every day, hundreds of clients rely on RFA to maintain a watchful eye over their most precious assets through their Cybersecurity and Compliance team and Security Operations Center (SOC).

For a few years RFA had offered security and compliance services for Microsoft365, which was a critical need for many RFA clients. But there were some gaps in the services.

## Limited Capabilities for SaaS Security

RFA had been using the Microsoft365 native tools, combined with some third-party tools, to offer SaaS security services to clients. But those tools were limited to configuration management. That's important for risk management, but RFA knew that threat detection was a missing piece in their offering.

## Technical Complexity

Increasing capabilities with out-the-box Microsoft tools meant investing in expensive licensing, establishing a DLP, and committing to time-consuming data classification processes. Not only would this be expensive, it would be a headache to continuously

maintain. Additionally, the native Microsoft tools don't scale well for MSP services delivery. RFA needed a solution that could act as an umbrella to bridge the monitoring of multiple tenants to the RFA SOC.

## **Evolving Client Needs**

Traditional MDR services have their own value prop. But in a post Covid era, the landscape started to change. Many companies became fully remote and began to operate 100% by way of SaaS applications. The network data ingestion became less important, and companies were demanding a service that could provide monitoring and MDR for SaaS applications through RFA's SOC.

## **Market Opportunities**

It's very rare to find an MSSP that offers SaaS security services that include both configuration management and MDR services, and can do this well. RFA identified a gap in the market. If they could offer these services it would undoubtedly give them a competitive edge.

## **The Solution**

RFA signed up with Reco to provide comprehensive security and monitoring for customer SaaS environments, mainly for Microsoft. RFA white labels the Reco platform and has named the service "Microsoft Guardian".

The main solution they are using is Identities Threat Detection and Response (ITDR), but they also use Posture Management (SSPM) and Identities and Access Governance.

## **Multi-Tenant Support**

Reco allows MSPs to integrate their customers with Reco through multiple tenants where they can manage environments. The RFA Security and Compliance Department owns the management of Reco, remediating issues and communicating with customers about the changes through tickets. On the SOC side, Security Engineers see Reco alerts coming through the SIEM where they can triage, remediate and recover.

## A Dynamic Solution to Meet Evolving Needs

In the beginning, RFA had a few feature requests that were very important to them regarding custom alerts. Reco accommodated those requests and developed the features in a matter of days.

“Reco Customer Success is phenomenal. Over the years I have worked with many companies and I’m very impressed with the customer success program and ongoing communication channels that we use fairly often, says Grigoriy Milis, CIO at RFA.

## The Results

Today, RFA is able to offer robust SaaS security services to their customers through the Reco platform.

### MDR Services for SaaS

Now RFA can offer MDR services and integrate SaaS security directly into their SOC. They can provide more value to customers and capture an emerging portion of the market, improving competitive differentiation and their ability to serve clients.

### Drive More Revenue

Before Reco, prospects would say, “I have the Microsoft E5 license which comes with all types of security functionality, why do I need anything else?” It was difficult to sell the value of more services. Customers were concerned about redundancies with existing investments. But with Reco, it’s an easier sell. Clients understand the value of MDR services. They understand they are getting extra capabilities and assurance.

### Offer More Value at a Lower Price

To do with Microsoft native tools what RFA is doing with Reco would’ve been costly and complex. By offering SaaS security services through Reco, RFA is able to save clients 20-30%. Not to mention, the ease of deploying and maintaining the solution makes life easier for RFA engineers.

## Fewer Security Incidents

When comparing RFA clients who have this service versus ones that don't, RFA sees 50% fewer security incidents for the Reco customers. That's because of the context Reco provides that filters out noisy alerts and also because of the proactive posture management that keeps risks to a minimum. For the customer, that means tighter security and for RFA engineers that means more focus on tasks that matter. It's a win for both sides.

## Insider Risk Capabilities

When you're just doing configuration management you can't spot insider threats, which is a huge issue for companies. With Reco, RFA can discover potential insider threats through pre-built threat detections and send the alerts through their SIEM to their SOC for swift action.

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## Compliance Services

A lot of RFA companies are heavily regulated. Especially in Europe where the reporting requirements are taxing, and with the advent of DORA, a lot of customers increasingly have a need for compliance services that deliver reporting ease. The Reco platform makes maintaining compliance, as well as proving compliance, from a SaaS standpoint easier for RFA clients.

“Reco has enabled us to offer more value to our customers and provide more comprehensive security services. It's also allowed us to increase our marketability and capture a portion of the market that most other IT service providers aren't currently supporting, says Mills.