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Customer Story | Technology

Medical Technology Company Drives Faster, Smarter Threat Detection, Investigation, and Response with Vectra AI

A leading medical technology provider delivers innovative equipment and diagnostic solutions across hospitals and homecare facilities throughout Europe. With a widespread presence across multiple locations and supporting over 550 users, the company is dedicated to developing advanced medical solutions that enhance the lives of patients. That same commitment extends to safeguarding its network and protecting patient information.

Organization
Medical Technology Company

Industry
Technology

The Challenge
The medical technology provider's small security team struggled to manage an overwhelming volume of alerts from existing tools, making it difficult to identify genuine threats across a complex network.

The Solution
The team adopted the Vectra AI Platform with MDR to surface meaningful threats, reduce false positives, and extend coverage with expert-led support.

The Results
Response times dropped from days to under four hours, while improved signal quality and MDR support allowed the team to work more efficiently and stay focused on the threats that required immediate attention.

Security Transformation

Platform value at a glance

Vectra AI's Impact	Outcome
Reduced cyber risk exposure	• Previously unseen attacker activity is now surfaced early, allowing the team to address threats before they escalate.
Improved SOC efficiency	• AI-driven detection cut through high volumes of alerts, allowing the team to focus on high-risk activity.
Faster mean time to respond	• Continuous detection and MDR support reduced response times from days to under 4 hours.

The Challenge

A sea of security noise

Protecting a complex network with limited resources was a constant challenge for the medical technology company. Existing tools flooded their small, five-person team with alerts, making it nearly impossible to identify genuine threats. As the Information Security Officer described it, it was "a constant battle against a sea of notifications."

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The Solution

Uncovering hidden threats

Seeking a more focused and sustainable approach to detecting and responding to threats, the team turned to the Vectra AI Platform. Vectra's AI-driven Network Detection and Response (NDR) continuously analyzes network traffic, filtering out noise to surface the most relevant security events.

This shift greatly reduced false positives, enabling the security team to act faster and address real threats decisively. By uncovering activity that had previously gone unseen, Vectra AI delivered a level of visibility that transformed how the team understood its environment. "Vectra AI showed us events that were invisible to our firewall and SIEM tools," noted the security leader.

Always-on protection through Vectra MDR

By adopting Vectra's Managed Detection and Response (MDR) service, the organization gained access to a team of security experts who continuously monitored their network, providing 24/7/365 protection. This meant that threats were investigated and addressed even when the in-house team was unavailable.

The results spoke for themselves. "We perform pen tests and can see that in under four hours after a device starts to do something strange in our network, we get a notification from Vectra's MDR team. Before, it would've taken days. We're very happy with this service," the Information Security Officer explained.

The Results

A new standard for security

The combined power of Vectra AI NDR and MDR transformed how the team detects, prioritizes, and responds to threats across their network, delivering measurable improvements in day-to-day operations:

- **Faster threat response**: Incidents that once took days to identify are now resolved within hours.
- **Increased team efficiency**: Automated detection and expert analysis reduced false positives, allowing the team to focus their efforts where they matter most.
- **Sustained confidence**: After seven years of working with Vectra AI, the organization continues to expand its coverage, strengthening its defense strategy across all environments.

The security leader summarized the impact best: "Vectra AI reveals events that don't appear in a typical firewall and greatly reduces false positives. We've tested other systems that produced too many false alerts, but Vectra AI allows us to concentrate on what truly matters. It's made event management and review far easier — a real game-changer for a small team like ours."

"Vectra AI showed us events that were invisible to our firewall and SIEM tools."

INFORMATION SECURITY OFFICER
Medical Technology Company

"We perform pen tests and can see that in under four hours after a device starts to behave abnormally, we get a notification from Vectra's MDR team. Before, it would've taken days. We're very happy with this service."

INFORMATION SECURITY OFFICER
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About Vectra AI

Vectra AI is the leader in AI-driven threat detection and response for hybrid and multi-cloud enterprises. The Vectra AI Platform delivers integrated signal across public cloud, SaaS, identity, and data center networks in a single platform. Powered by patented Attack Signal Intelligence, it empowers security teams to rapidly prioritize, investigate and respond to the most advanced cyber-attacks. With 35 patents in AI-driven threat detection and the most vendor references in MITRE D3FEND, organizations worldwide rely on the Vectra AI to move at the speed and scale of hybrid attack. For more information, visit www.vectra.ai.

For more information please contact us: Email: info@vectra.ai | vectra.ai