

I.T. how to shows how to defeat ransomware with ease

Malwarebytes protects systems from the inside out

INDUSTRY
IT services

BUSINESS CHALLENGE
Maintain business continuity and productivity

IT ENVIRONMENT
Layered enterprise security measures

SOLUTION
Malwarebytes Endpoint Security

RESULTS

- Replaced Webroot to prevent ransomware and malware from disrupting business and clients
- Deployed in 24 hours to immediately improve protection
- Freed the team to spend more time on clients and forward-looking projects

Business profile

Founded in 2005, I.T. how to's state-of-the-art IT support, services, and products enable clients to enhance their competitive advantage. The company helps small and medium-sized businesses ensure data security, communicate more effectively, increase the return on their IT investments, and reduce unexpected IT costs. When malware and ransomware attacked, I.T. how to knew exactly how to handle it. It chose Malwarebytes.

Malwarebytes delivered what it advertised, works quietly in the background, and requires little effort from us. We deployed Malwarebytes on all systems within 24 hours.

—Shane McIntosh, Managing Director, I.T. how to

Business challenge

Maintaining team productivity

Small and medium-sized businesses in Melbourne, Geelong, and Ballarat, Australia often turn to I.T. how to for security, backup, and other critical IT services. The company tailors solutions to the specific needs of its clients, whether they are in the healthcare, real estate, government, accounting, or legal industry.

For I.T. how to, the key to delivering personalized services is ensuring that all solutions are thoroughly tested and proven in-house before they're deployed for clients. At the same time, the fact that solutions are validated before deployment and can be remotely monitored minimizes the amount of management required by employees and contractors.

"We had deployed Webroot antivirus on all machines," said Shane McIntosh, Managing Director of I.T. how to. "Although our team's own systems had not experienced malware or ransomware, we experienced several ransomware attacks in rapid succession on clients' deployments."



From the clients' point of view, the attacks felt disastrous. I.T. how to's teams were dispatched quickly to client locations and were able to check, clean, or re-image systems that had been affected. Although all client systems were restored and client relationships remained strong, the attacks were costly to I.T. how to's productivity and resources. Clearly, the company needed a better way to prevent costly attacks from advanced malware and ransomware.

The solution

Malwarebytes Endpoint Security

"When we tested new solutions, we had three requirements," said McIntosh. "First, the new solution had to stop ransomware and malware for us and our clients. It also had to be easy to use for managing, updating, and remediating systems. Finally, we wanted strong support from the vendor. Our clients rely on us and we needed a partner that we could rely on in turn."

I.T. how to was familiar with Malwarebytes, because the team had used it in the past for cleaning up infected machines. Their evaluation process boiled down to three products—ESET NOD32, Malwarebytes, and VIPRE. They tested all three solutions on their internal machines and then chose Malwarebytes Endpoint Security for its superior performance in finding, blocking, and eliminating advanced malware and ransomware. They immediately replaced Webroot with Malwarebytes on their internal systems before rolling it out to clients.

"The Management Console was straightforward and easy to use," said McIntosh. "We deployed Malwarebytes on all systems within 24 hours with very little effort."

How to eliminate ransomware

With endpoints hardened by Malwarebytes, it's much more difficult for cyberthreats to penetrate the company's front lines of security. After deploying

Malwarebytes, I.T. how to has had no more ransomware or malware infections on its systems or on client machines. Malwarebytes has stopped all kinds of threats—drive-by downloads, access to malicious sites, fake antivirus programs, ransomware, and fake Java updates. Clients are going about their businesses as usual without fear of another disruptive attack, because they know that I.T. how to is keeping their systems updated and protected.

"Malwarebytes gave us peace of mind that we have the best protection for our systems," said McIntosh.

How to increase staff productivity

"Through the Management Console, we can see everything on a single pane of glass," said McIntosh. "We can group clients and tailor policies, monitor deployments, and review status. It's effective without being resource-intensive."





The team reviews Malwarebytes reports daily to see what is blocked and to ensure that all machines are up to date. They can easily drill down to an endpoint to see a potential attack and let Malwarebytes clean it up, or have a team member investigate it if necessary. Malwarebytes also provides data for additional insight into threats that other security measures find.

Without malware or ransomware episodes constantly claiming their attention, the I.T. how to team now can focus on client relationships, sales, and forward-looking IT projects. And if they have questions or need assistance, they can directly involve a Malwarebytes support staff member.

"Malwarebytes delivered what it advertised," said McIntosh. "It works quietly in the background and requires little effort. The Malwarebytes team also stands beside us to help us be successful with our security offerings. It's a win-win."

| About

Malwarebytes is the next-gen cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware, and exploits that escape detection by traditional antivirus solutions. The company's flagship product combines advanced heuristic threat detection with signature-less technologies to detect and stop a cyberattack before damage occurs. More than 10,000 businesses worldwide use, trust, and recommend Malwarebytes. Founded in 2008, the company is headquartered in California, with offices in Europe and Asia, and a global team of threat researchers and security experts.

-  Santa Clara, CA
-  malwarebytes.com
-  corporate-sales@malwarebytes.com
-  1.800.520.2796