

Eden Housing slams the door on ransomware and malware

Malwarebytes automation and effectiveness save time and eliminate malware worries

INDUSTRY

Real estate

BUSINESS CHALLENGE

Protect endpoints in 95 locations from ransomware and malware

IT ENVIRONMENT

Kaspersky antivirus, firewalls, endpoint control solutions

SOLUTION

Malwarebytes Endpoint Security

RESULTS

- Stopped malware outbreaks
- Saved at least one to two days per month in remediating malware infections
- Simplified endpoint management across 95 locations
- Gained immediate reporting on malware events

Business profile

Eden Housing builds and maintains high-quality, well-managed affordable housing communities for low-income families, seniors, and individuals with disabilities. When malware and other cyberthreats attacked computers across 95 locations, Eden Housing put up a “No Trespassing” sign with Malwarebytes Endpoint Security.



Nothing came close to Malwarebytes Endpoint Security for effectiveness and manageability.

—Jason Hefner, Business Technology Manager

Business challenge

Restoring PC performance and IT productivity

Eden Housing units include rental apartments, first-time homeowner opportunities, cooperatives, and supportive living environments in 30 cities across California. With rapid growth, the company continually expands operations to new communities—and that includes maintaining endpoints. Currently, the IT team manages infrastructure in 95 locations. Until two years ago, a single IT employee spent a third of his time traveling across the state to deal with IT issues, including computer viruses, malware, and outages in the company’s offices.

As malware grew to an epidemic, users increasingly saw their computers becoming slower or nonfunctional. The team was cleaning 100 machines a month on average and still lacked insight into where infections were coming from and the types of malware attacking them.

“That support model just wasn’t sustainable with the growth we’re experiencing,” said Jason Hefner, Business Technology Manager at Eden Housing. “We needed a way to prevent malware from getting in, and we needed a way to centrally manage endpoints across our locations.”



The solution

Malwarebytes Endpoint Security

As the IT team began looking for a solution, Malwarebytes kept coming up in recommendations. So they put Malwarebytes to the test with two other potential solutions in a proof of concept.

“Nothing came close to Malwarebytes Endpoint Security for effectiveness and manageability,” said Hefner.

The team deployed Malwarebytes on its endpoints and servers, and their lives quickly became much easier when it came to malware. Malwarebytes initially discovered and cleaned out thousands of malware items that had evaded Eden Housing’s antivirus.

“We haven’t had any major breakouts since we’ve had Malwarebytes,” said Jeremiah Moberly, Systems Administrator at Eden Housing. “Having that extra layer is great. I can look at the past 30 days and see which clients had malware or exploits and see that Malwarebytes automatically took care of it.”

Less is more

Using the Malwarebytes Management Console the team could instantly see any client endpoint, scan a machine if needed, and remediate a system. In the past, someone had to run a scan locally, wait for it to complete, and call back on the phone to determine what was found.

“Now we just go to the console and see what was cleaned up,” said Moberly. “We scan machines regularly to help keep them clean, but typically we just check in and find that, yes, it looks good.”

When new endpoints are added, Malwarebytes is automatically installed. The team set up email alerts so if an outbreak occurs, Malwarebytes notifies them immediately.

“Malwarebytes has delivered huge time savings,” said Hefner. “It easily saves a day or two a month and we have peace of mind that malware’s now handled.”


A good report

Malwarebytes reporting capabilities give the team instant insight into their environment. Instead of having to sift through trouble tickets and piece together an accurate picture of malware issues, everything is presented in a clean graph for presentation purposes.

“Malwarebytes automatically cleans up machines, rolls out as needed, and reports back to us,” said Hefner. “It protects all of our endpoints and almost manages itself.”

| 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.

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