

United Franchise Group makes ransomware a thing of the past

Malwarebytes protection becomes an enterprise essential

INDUSTRY

Business services

BUSINESS CHALLENGE

Prevent ransomware from gaining access and know when threats are present

IT ENVIRONMENT

Microsoft System Center Endpoint Protection, firewalls, enterprise layered security

SOLUTION

Malwarebytes Endpoint Security

RESULTS

- Gained automatic notification of infections or suspicious software downloaded
- Significantly reduced support calls for malware-related issues and the accompanying risk
- Simplified management and visibility across multiple corporate locations

Business profile

The United Franchise Group is made up of award-winning business-to-business brands, providing them with franchise development services and support. It consists of more than 1,400 franchise locations in 73 countries. When the company needed protection against ransomware, it found an award-winning solution in Malwarebytes.



Malwarebytes is one of the pillars of our security policy. By providing endpoint security for users' online interactions, it's an essential part of our enterprise environment.

—Max Taha, Director of Technical Services, United Franchise Group

Business challenge

Protecting against ransomware

United Franchise Group helps its franchisees build successful businesses, such as business signage, digital printing, personalized promotional items, computer services, advisory services, green energy solutions, and modern shared workspaces. However, when ransomware attacked, it temporarily impacted operations at United Franchise Group. It took the company a significant amount of time and resources to restore systems to normal.

“It was clear that we needed stronger protection,” said Max Taha, Director of Technical Services for United Franchise Group. “But we also needed a way to be notified about threats in order to respond as quickly and effectively as possible.”

The company began looking for a solution to protect its endpoints against ransomware. In addition to effectiveness and the ability to notify the team of a threat, the solution had to have central management. United Franchise Group wanted to gain visibility into endpoints across its multiple offices and ensure that they were protected.



The solution

Malwarebytes Endpoint Security

The team began evaluating potential endpoint solutions such as Kaspersky, Norton, and Malwarebytes. They chose Malwarebytes for several reasons. First, each team member had previous experience with the solution and Malwarebytes has a strong reputation in the industry. Second, they knew that antivirus technology is not good enough to detect today's malware.

"What caught my attention is the fact that Malwarebytes doesn't rely on signature definitions," said Aldo Avellan, Network Manager for United Franchise Group. "Because it can detect even previously unknown threats, it can alert us and stop them before they spread."

United Franchise Group worked directly with the Malwarebytes team to learn more about the product and to work with a demonstration version of the software. When the team saw how easy it was to deploy, they made the decision to adopt Malwarebytes Endpoint Security.

"Our experience is a testament to Malwarebytes and how well it works," said Taha. "We tested Malwarebytes Endpoint Security and it became our primary threat detection engine."

Better protection, faster

"Believe me, it was very easy to set up," said Avellan. "We just deployed a couple of group policies to open the firewalls and then pushed the software through the Malwarebytes Management Console to each of our organizational units."

The Malwarebytes account manager presented several options to United Franchise Group and provided access to a demo with full product functionality. Malwarebytes worked so well that the team began deploying it even before formally purchasing it.

"We liked that personal touch," said Avellan. "We could talk to human being instead of an interface, and he was very willing to work with us. It was a much better experience than just 'click and pay:'"

United Franchise Group uses group policy and finds it to be highly effective at making sure all endpoints are running the most current version of software. Avellan plans to implement an additional custom policy to fine-tune software deployment for specific areas of the company in other geographic locations.

Reduced risk for peace of mind

Since Malwarebytes was deployed, United Franchise Group has had no ransomware infections. From the Management Console, Avellan sees high volumes of spyware, Potentially Unwanted Programs (PUPs), and malware that is sometimes attached to web downloads and email links that are blocked from reaching users' endpoints.

"Malwarebytes has significantly reduced risk with employee usage of endpoints," said Avellan. "Our support calls for anything related to malware have almost disappeared."




Always knowing

For the United Franchise Group team, the single most important benefit of deploying Malwarebytes is its automatic notification capability. Now the team is notified when a computer is infected, suspicious toolbars or software are downloaded, or when the solution detects and quarantines a potential threat. Notification gives them a chance to assess threats before they can spread in the network.

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| 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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