

DATA SHEET

Malwarebytes Malware Removal Service

When a successful attack occurs, it often happens fast. Malware can wreak havoc within seconds of execution, moving laterally from “patient zero” to infect other endpoints within your organization. In addition, a click on a malicious link can render systems useless with their data encrypted by ransomware.

One-off remediations are no longer adequate to combat today’s successful attacks. Rootkits can lay dormant for months, gathering intel on targets for future attacks. Threats that are simply scanned are not always fully removed, leaving behind artifacts that allow for retargeting in future attacks. Also, many scanners miss rootkits, because they are hidden too deep in the kernel to be uncovered. To compound the issue, many organizations lack the tools and bandwidth to manage response efforts for the damage these advanced threats leave behind.

Malwarebytes Malware Removal Service enables your organization to quickly overcome an incident and regain resilience. Our threat removal analysts will provide your team with the intelligence, solutions, and processes to eradicate active threats and restore your systems to their clean, trusted state.

Trusted security expertise

With Malwarebytes Malware Removal Service, your IT staff gains a trusted advisor and partner to help address your immediate needs. Our experts have the security knowledge and experience to manage your malware removal requirements and will work closely with your team to efficiently navigate you through the process.

KEY BENEFITS

Empowers your IT staff with rapid expert intervention and triage services

Provides expedited service that reduces downtime and improves your recovery from an attack

Tailors your engagement for “active threat response” to achieve positive outcome

Maximizes efficiency and frees up your IT resources

Equips your IT staff with threat analysis, removal of persistent threats, and knowledge transfer



Malwarebytes made it possible to knock down the Emotet infection from our 3,400-endpoint environment in 20 days without taking down our network. Without Malwarebytes, our remediation would have taken significantly longer and would have required a network interruption during our busiest time of the school year. We also received fantastic support from Malwarebytes during our remediation efforts.

Joseph Sutorius, Chief Information Officer
East Irondequoit Central School District

Service overview

As a leader in remediation solutions and services, we understand how important business continuity is to your continued growth and success. When your organization experiences a critical malware incident, it can take a considerable amount of time and resources to manage remediation efforts. Our Malware Removal Service provides the tools and expertise to address these challenges. Working remotely, we provide your organization with the end-to-end service from critical first response to complete remediation that handles your immediate malware removal needs.

The service follows a structured approach, providing four phases of engagement:

- 1 Project scoping**

After purchase, your Malwarebytes Removal Specialist (MRS) will contact you within four business hours. From there, we'll partner with your team members to conduct triage, scope interventions, and align assets. Your MRS will also create a knowledge share to ensure your team is educated with the threat intelligence details specific to the threat(s) found in your environment.
- 2 Environment review**

Your MRS will then conduct a review of your environment and map out a remediation plan aligned to best practices. Then, your MRS will configure and set up the appropriate policies in your Malwarebytes Nebula console, tailored to your environment and needs.
- 3 Deployment assistance**

Your MRS will assist your team with the installation of your malware removal tool and schedule consultations to track progress and actively provide assistance. Your MRS will conduct continued analysis and provide appropriate recommendations based on the data input. In addition, your specialist will review your sample endpoint logs to determine if there is a zero-day malware in your environment to ensure your anti-malware definitions are updated accordingly.
- 4 Remediation confirmation and transfer of knowledge**

Your specialist will conduct an environment health check and continue to provide consultative support until the malware has been eradicated. Your MRS will then confirm the incident has been remediated and provide a final transfer of knowledge to conclude the services engagement.

GETTING STARTED

If you'd like more information about Malwarebytes Malware Removal Service, please call us at **+1-800-520-2796** or visit malwarebytes.com/business/malwareremovalservice.



malwarebytes.com/business



corporate-sales@malwarebytes.com



1.800.520.2796

Malwarebytes is a cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against malicious threats, including ransomware, that traditional antivirus solutions miss. The company's flagship product uses signature-less technologies to detect and stop a cyberattack before damage occurs. Learn more at www.malwarebytes.com.

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