Malwarebytes

CASE STUDY

SCB builds a defense against malware

Architecture firm takes preventive approach to malware with Malwarebytes Anti-Malware and gains dramatic time savings

INDUSTRY
Architecture

BUSINESS CHALLENGE
Prevent recurring malware infections that affected user and staff productivity

IT ENVIRONMENT
Primary data center in Chicago with servers deployed in San Francisco to support the firm. Recently deployed a new antivirus solution.

SOLUTION
300 licenses of Malwarebytes Anti-Malware for Business, which includes the Management Console

RESULTS
- Increased remediation speed by more than 90 percent
- Increased user productivity by enabling them to keep working while systems were scanned and remediated
- Simplified deployment across the enterprise endpoint protection

Business profile

Solomon Cordwell Buenz (SCB) is an award-winning architecture, interior design, and planning firm with offices in Chicago and San Francisco. The company has 250 employees who provide SCB clients with extensive design experience in multi-family residential, hospitality, retail, corporate office, higher education, laboratory, and transportation facilities. From the Abu Dhabi International Airport Transit Hotel and the Crate and Barrel flagship store to the interiors of corporate headquarters, the firm's versatility delivers a wide range of iconic architectural solutions.

> I've always been impressed with Malwarebytes products and the fact that we can get such a high level of protection and reliability so cost effectively. It lives up to its promise.
>
> —Pat Stammer, Systems Administrator, Solomon Cordwell Buenz (SCB)

Business challenge

Build a defense against malware

SCB's professionals are in high demand, with new client accounts being added every year. SCB's IT team supports approximately 250 endpoints for the firm's employees, as well as numerous endpoints used in conference rooms and checked out for mobile use. The IT staff also rolls out client devices to new employees almost weekly.

The IT team received calls from users every month for pop-ups and other types of malware. When a user called, Pat Stammer, Systems Administrator for SCB, would have to go to the affected machine, download a tool to remove the malware, and clean the system. In the case of a serious infection, he would have to remove the machine from the LAN and physically rebuild it. This process

required at least two hours to prep the machine and another two hours to rebuild it. Either way, the employee lost valuable work time. And when working on projects with demanding deadlines, this impact could be serious.

The IT team is committed to security best practices and works actively to prevent as many threats as possible from affecting its systems. Recently, they replaced an aging antivirus solution with Microsoft System Center Endpoint Protection (SCEP) for antivirus protection.

"We wanted to continue implementing a layered approach to security," said Steve Edwards, IT Director for SCB. "We were looking for preventive measures—not just remediation tools."

The solution

Malwarebytes Anti-Malware

Stammer has used Malwarebytes for his personal system at home for several years. When it was time to find an anti-malware solution for SCB, he turned to Malwarebytes Anti-Malware for Business. The Malwarebytes solution protects against zero-hour malware that most other solutions miss. Malwarebytes Anti-Malware for Business is proven to be resource-efficient, preserving endpoint performance while it works. SCB purchased 300 licenses to cover all of the firm's endpoints.

Easy to use and maintain device compliance

SCB set up a VM server for Malwarebytes Anti-Malware and implementation was fast and easy. The Malwarebytes Management Console extended that ease of use to daily management. The Management Console simplifies administration across the organization from a central location.

"The Management Console is friendly and intuitive," said Stammer. "I can set any type of scan up in the Management Console and schedule it. It's truly set it and forget it."

Approximately once a week, Stammer scans the network for any client devices that do not have Malwarebytes Anti-Malware software installed. Any exceptions are highlighted in red, so it's easy to find them. If he finds one, he simply right-clicks to push out the Malwarebytes software to the client.

No-impact detection and remediation

"If someone calls today with a malware infection, I log in, find their computer, and start a scan from my desk," said Stammer. "I don't have to physically go to their location. It takes about an hour to scan and clean up. Meanwhile, the employee can continue working with no impact to their productivity."

Stammer estimates that using Malwarebytes is more than 90 percent faster than diagnosing and remediating malware the old way. The only time lost might be a few minutes if the machine needs rebooting. He also reports that he has not experienced false positives or conflicts with other packages on endpoints.

Significant time savings

"Malwarebytes gives me back several hours of time for more pressing projects every month and saves the user one or two hours of lost productivity," said Stammer. "It also has reduced the number of machines needing rebuilding by more than half."

For the few times that Stammer must rebuild a machine, it is because architecture and modeling software is specialized for each person using it. The files are enormous and pushing them out over the network would impact performance for other network users.

A great value

"I've always been impressed with Malwarebytes products and the fact that we can get such a high level of protection and reliability so cost effectively," said Stammer. "It lives up to its promise."

About

Malwarebytes provides anti-malware and anti-exploit software designed to protect businesses and consumers against zero-day threats that consistently escape detection by traditional anti-virus solutions. Malwarebytes Anti-Malware earned an "Outstanding" rating by CNET editors, is a PCMag.com Editor's Choice, and was the only security software to earn a perfect malware remediation score from AV-TEST.org. That's why more than 38,000 SMBs and Enterprise businesses worldwide trust Malwarebytes to protect their data. Founded in 2008, Malwarebytes is headquartered in California, operates offices in Europe, and employs a global team of researchers and experts.

Santa Clara, CA

malwarebytes.com

corporate-sales@malwarebytes.com

1.800.520.2796