

Cedar Community shuts the door on ransomware

Malwarebytes prevents ransomware from disrupting resident care

INDUSTRY

Healthcare

BUSINESS CHALLENGE

Prevent ransomware and malware from disrupting care delivery

IT ENVIRONMENT

Trend Micro antivirus, firewalls, email gateway, web filtering, and a Citrix Virtual Server environment

SOLUTION

Malwarebytes Endpoint Security

RESULTS

- Prevented ransomware from infecting computers
- Enabled IT team to proactively protect against cyberthreats
- Supported continuity of care for residents

Business profile

Based in West Bend, WI, Cedar Community is one of the nation's 100 largest not-for-profit, continuum-of-care providers. It offers a range of options for senior living—from active and independent living, to assisted living, short-term care and rehabilitation, skilled nursing, and memory loss services. After a Cryptolocker incident disrupted operations, the IT team used Malwarebytes to prevent it from returning and taking up residence.



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—Cathy Willett, System Administrator, Cedar Community

Business challenge

Keep ransomware from disrupting continuity of care

Cedar Community spans multiple locations and provides around-the-clock care for approximately 1,600 residents. That means the IT team has to keep servers and PCs always up and running for more than 800 employees.

“We had Trend Micro antivirus on the desktops and laptops but nothing for malware,” said Mark Chapman, Director of Technology at Cedar Community. “We were already looking at anti-malware options, but when Cryptolocker hit, it accelerated our decision making.”

Chapman said Cryptolocker moved fast, quickly infecting multiple file servers and at least 30 percent of the computers. Cedar Community had to replace all of the IT laptops, almost 20 other laptop and desktop systems, and completely rebuild several Windows servers. It took a month to bring everything back to normal.

The solution

Malwarebytes Endpoint Security

“We researched several products, and Malwarebytes kept coming to the top of the list,” said Cathy Willett, System Administrator at



Cedar Community. “It had more options, so we tested the trial version. After the ransomware incident, we moved forward with Malwarebytes Endpoint Security.”

Cedar Community installed Malwarebytes with initial setup assistance from the Malwarebytes team. Deployment went smoothly using the Malwarebytes Management Console to push the software to endpoints. Now Willett and Chapman use the Management Console to perform daily scans and be notified of any suspicious issues.

Time-saving email notifications

“In just the past two months, we got 2,300 email notifications of items that have been quarantined or that we needed to look at,” said Willett. “I don’t have to go to the server every day and run reports—I can look at the Malwarebytes emails right away and decide what needs attention first.”

Besides saving time, email notifications help ensure continuous coverage. Three people on the team are always notified of issues, so if one person is out of the office another person can take care of an alert.

The power of proactivity

“Malwarebytes gives us a heads-up that there’s a potential problem,” said Chapman. “Now we can be proactive, and that’s a big advantage.”

The team can prioritize the most urgent notifications and tackle those first, before they escalate to a problem. With Malwarebytes, they know exactly which machine to go to and where the problem is likely to be—such as in the computer’s recycle bin or in Internet Explorer’s software.





With Malwarebytes on its servers, Cedar Community also proactively prevents users from threats on malicious websites. If a user clicks on a link that goes to a dangerous site, Malwarebytes blocks access to the site. It also blocks specific network ports to keep malware from coming in.

Confidence in care

Since deploying Malwarebytes, Cedar Community hasn’t had any ransomware infections and is staying ahead of other threats. “Malwarebytes gives us peace of mind that it’s working,” said Willett. “And that means we can keep our focus on caring for our residents.”

| 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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