

Central Virginia Health Services deploys preventive medicine for malware

Malwarebytes automatically detects and remediates malware for proactive protection

Business profile

Central Virginia Health Services, Inc. is a community-based, nonprofit organization. Each year, its skilled, compassionate professionals provide care for more than 40,000 patients in a safe, trusted environment. The organization's IT team takes a proactive approach to maintaining the health of its infrastructure and computer endpoints, which is why they chose Malwarebytes.

Business challenge

Taking the proactive approach

Central Virginia Health Services provides medical, dental, pharmacy, behavioral health, and radiology services through 16 locations across the state. The closest location to headquarters is at least 30 minutes away—the furthest location is more than three hours away. Physicians, dentists, nurses, front desk staff, and administrative staff rely on their computers to deliver quality patient care. The organization's McAfee antivirus solution was missing a growing stream of malware that arrived via web browsing and email messages. Users would call the IT team to report that their systems were running slowly, they were constantly interrupted by pop-ups, or they were receiving messages that they needed to purchase new antivirus software.

Malware infections affected everyone's productivity. It was not realistic for the IT team to travel to multiple locations simply to check a system for malware.

"Medical facilities and social services agencies frequently are hit by malware, and it has devastating impact," said Salonge Crenshaw, IT Administrator for Central Virginia Health Services. "We wanted to proactively prevent infection, avoid malware-related disruptions, and reduce risk to our operations."

OVERVIEW

INDUSTRY

Healthcare

BUSINESS CHALLENGE

Proactively prevent disruption and system damage due to malware

IT ENVIRONMENT

McAfee antivirus, layered enterprise security

SOLUTION

Malwarebytes Endpoint Security

RESULTS

Stopped and remediated malware

Simplified endpoint security management across statewide locations

Accelerated troubleshooting and reduced disruption to users

Enabled IT team to reclaim valuable time by stopping malware-related calls from users



MALWAREBYTES STOPS MALWARE. NOW I CAN CATCH A THREAT BEFORE IT HAS ANY EFFECT ON A SERVER OR ENDPOINT. IT WORKS.

SALONGE CRENSHAW, IT ADMINISTRATOR,
CENTRAL VIRGINIA HEALTH SERVICES

The solution

Malwarebytes Endpoint Security

Crenshaw and many of the organization's executives had previous experience with Malwarebytes, so the IT team conducted a trial on 50 systems. Malwarebytes Endpoint Security includes a multi-layer defense model that breaks the attack chain by combining advanced malware detection and remediation, malicious website blocking, ransomware blocking, and exploit protection into a single solution. The product's effectiveness, combined with the Malwarebytes Management Console, made the decision easy.

"Malwarebytes really performed well," said Crenshaw. "I can easily push it out and monitor every endpoint. We deployed Malwarebytes on all of our endpoints and servers."

Stops malware

"Malwarebytes stops malware," said Crenshaw. "Now I can catch a threat before it has any effect on a server or endpoint. It works."

When a user downloads a toolbar or inadvertently clicks on a malicious ad, it immediately shows up in the management console. Crenshaw knows exactly which system has quarantined the malware, so she simply scans the system and removes it. Malwarebytes'

multi-vector protection catches malware, Trojans, ransomware, and nuisanceware in the background, so users are not disrupted and the IT team doesn't have to intervene manually. Consolidated threat views and reporting in the Management Console also enables scalable endpoint management.

"I have endpoints grouped by location in the Management Console," said Crenshaw. "I can monitor dozens of systems at the same time, see exactly what's going on, and not have to wait until someone calls me to try and figure out what is happening."

Reduces disruption

Crenshaw said that the number of calls she's received in the past six months she can count on one hand. Usually, the user has not restarted the system for several days, which kept it from being automatically updated by Malwarebytes. A quick look at the Management Console and Crenshaw knows immediately. After restarting the system, the user is fine.

"Malwarebytes just takes care of malware, so users aren't calling with those complaints anymore," said Crenshaw. "It has freed up a tremendous amount of time. It's really a phenomenal product."



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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.