

Chart Industries vaporizes ransomware and malware

Malwarebytes enables IT to shift its focus to strategic security project work

INDUSTRY

Manufacturing

BUSINESS CHALLENGE

Protect the business from ransomware and other threats while enabling IT team to focus on strategic security projects

IT ENVIRONMENT

Firewalls, Intrusion Prevention System, OpenDNS filtering, Proofpoint Email Protection

SOLUTION

Malwarebytes Endpoint Protection

RESULTS

- Replaced Trend Micro and stopped ransomware, malware, and inbound traffic from malicious sites
- Reclaimed at least 200 hours per month to focus on strategic security projects
- Eliminated cost and management associated with an ineffective antivirus

Business profile

Chart Industries is a leading, diversified global manufacturer of highly engineered infrastructure that separates, processes, freezes, and liquefies oxygen, nitrogen, and natural gas. The company's distribution and storage products are used to deliver liquid gases and enable energy, industrial, and life sciences customers to use them easily. When cleaning up ransomware and malware began taking time away from other important security projects, Chart turned to Malwarebytes to vaporize threats.



The impact has been unbelievable. Malwarebytes has vaporized ransomware, and it runs silently unless it detects a serious threat that we need to investigate. It has been outstanding.

— Kevin Merolla, Global IT Security Engineer, Chart Industries

Business challenge

Reclaim time spent remediating threats

Approximately 3,500 Chart employees work in 35 locations worldwide, including Asia, Australia, Europe, and the Americas, and an increasing number of employees are mobile. It was inevitable that infected files would show up on endpoints from website browsing, on mobile endpoints that were off the corporate network, and on USB sticks that vendors and employees brought into the environment.

Ransomware, malware, phishing campaigns, and general nuisance-ware all target Chart endpoints. The company was moving forward with a comprehensive initiative to add security controls to its IT environments around the world, but fighting these threats was taking a growing amount of time from the security team. When a machine became infected, they would try to clean it, but if that didn't work, they'd re-image the machine. It could take anywhere from four to 10 hours to restore all of the user's applications, patches, and preferences from backup. With 15 to 20 machines being re-imaged each month, hundreds of hours were being taken away from strategic projects.



“Site administrators were spending so many hours on malware-related support work that it was hard to focus on the project work,” said Kevin Merolla, Global IT Security Engineer at Chart Industries. “The Trend antivirus upgrades did not deliver stable performance on our infrastructure or continuously report in real time. We wanted to streamline endpoint software management and provide best-in-class protection with the fewest amount of resources.”

The solution

Malwarebytes Endpoint Protection

Chart’s team began looking for another layer of protection to add to its endpoints. It needed a solution that would stop malware and ransomware if it reached endpoints via email, malicious websites, or downloads. Chart first purchased Malwarebytes Endpoint Security and then upgraded to Malwarebytes Endpoint Protection.

“Our Trend Micro antivirus solution wasn’t catching everything,” said Merolla. “Once we deployed Malwarebytes, we didn’t have a single Trend detection on an endpoint running Malwarebytes Endpoint Protection. It was clear that the Trend solution was redundant so we removed it.”

The team deployed Malwarebytes from Chart’s primary data center. Today, Malwarebytes is deployed on endpoints and user-facing servers, including Chart’s email server, where it functions as an SMTP relay for email going to Office 365. On this server alone, Malwarebytes stopped large numbers of malicious IP addresses that were not blacklisted by the firewall and were trying to deliver malicious email to Chart.

Stops ransomware cold

Before Malwarebytes, the Trend antivirus missed almost 2,300 detections per month. In just the first six months, Malwarebytes removed three million instances of Potentially Unwanted Programs (PUPs). With Malwarebytes, the team has not had a single ransomware incident. Malwarebytes even detected encrypted files and remnants of old ransomware attacks on a few servers that had gone undetected by other measures.

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Everything is simpler

Merolla says that Malwarebytes has made things much simpler. The company freed up to 400 MB of storage space on each endpoint after removing the Trend antivirus. It eliminated one more piece of software to manage and pay for. And the team now has at-a-glance insight into the company’s endpoints—even mobile devices that are off the company’s network—enabling them to respond to incidents in real time.

Reclaiming time

The huge drop in malware infections reduced the number of machines that staff had to re-image. Since Malwarebytes was deployed, they haven’t reimaged a single computer because of malicious activity or cyberthreats.

“Malwarebytes gave my team more time,” said Merolla. “We’ve reclaimed at least 200 hours a month of productive time and can focus on more strategic projects.”

Impact that matters

“Malwarebytes catches threats that get through the email filter and stops potential infections before they happen,” said Merolla. “It has also really cleaned up traffic on our publicly-facing web servers by stopping traffic coming from malicious IP addresses. That’s a nice side benefit.”

Malwarebytes has done such a good job of keeping the company’s endpoints free from malware and ransomware that the IT team gained the valuable breathing room it needed to take Chart’s security posture to a new level. Freed from constant malware distractions, they are quickly progressing toward their goals.

“I can easily say that of all of our budgeted security projects for last year, Malwarebytes had the most impact,” said Merolla. “It has been hugely beneficial to our security strategy.”

| 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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