

Chart Industries vaporizes ransomware and malware

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

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.

Business challenge

Reclaim time spent remediating threats

Approximately 5,000 Chart employees work in 45 locations worldwide, including Asia, Australia, Europe, and the Americas. With a large global workforce, it was inevitable that infected files would show up on endpoints from website browsing and on USB sticks that vendors and employees brought into the environment.

The same cyberthreats that target all large enterprises have targeted Chart: ransomware, phishing campaigns, malicious emails, and general nuisance-ware. The company was moving forward with a comprehensive initiative to add security controls to its IT environments around the world, but malware was slowing them down. When a machine became infected, the IT team would try to clean it using two different tools. If those didn't work, they'd re-image the machine, which could take anywhere from four to 10 hours to restore all of the applications, patches, and user preferences from backup. With 15 to 20 machines being re-imaged each month, hundreds of hours were being taken away from strategic projects.

OVERVIEW

INDUSTRY

Manufacturing

BUSINESS CHALLENGE

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

IT ENVIRONMENT

Trend Micro antivirus, firewalls, Intrusion Prevention System, OpenDNS filtering, web filtering, Proof Point Email Protection

SOLUTION

Malwarebytes Endpoint Security

RESULTS

Reduced viruses and infections by 90 percent

Stopped ransomware and phishing payload execution

Reclaimed at least 200 hours per month to focus on strategic security projects

Cut through malware noise to sharpen focus on material threats to the company



I CAN EASILY SAY THAT OF ALL OF OUR BUDGETED SECURITY PROJECTS FOR LAST YEAR, MALWAREBYTES HAD THE MOST IMPACT. IT HAS BEEN HUGELY BENEFICIAL TO OUR SECURITY STRATEGY.

KEVIN MEROLLA, GLOBAL IT SECURITY ENGINEER, CHART INDUSTRIES

“Site administrators were spending too much time cleaning malware and re-imaging systems,” said Kevin Merolla, Global IT Security Engineer at Chart Industries. “We’re continually implementing new projects, but site administrators were spending so many hours on malware-related support work that it was hard to focus on the project work.”

The solution

Malwarebytes Endpoint Security

Chart’s team began looking for another layer of protection to add to its already-robust security infrastructure. It needed a solution that would stop malware and ransomware if it reached endpoints via email, malicious websites, or downloads. When Chart learned about Malwarebytes Endpoint Security, it made sense to purchase it.

“Our antivirus solution wasn’t catching everything,” said Merolla. “Why not deploy Malwarebytes Endpoint Security to prevent the infections in the first place?”

Malwarebytes was deployed and managed from the company’s primary data center. In less than four weeks, the team rolled it out to the company’s global locations. Site administrators immediately liked and trusted the software.

Today, Malwarebytes is deployed on endpoints and userfacing 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

Once Malwarebytes made visible what was dwelling in their systems, the team was a bit horrified—but not surprised. In just the first six months, Malwarebytes removed three million instances of Potentially Unwanted Programs (PUPs).

Before Malwarebytes, the traditional antivirus tool missed almost 2,300 detections per month. With Malwarebytes, the team has seen a 90 percent reduction in viruses and infections and 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.

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

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 re-imaged a single computer because of malicious activity or cyberthreats. And they’ve reclaimed at least 200 hours per month of productive time.

“You gave my team more time,” said Merolla. “Malwarebytes allows us to focus on more strategic projects.”

Holding back the phishing tide

Malwarebytes notifies the team each time it blocks users from getting infected by attempted phishes, such as emails with malicious attachments or infected URLs. Recently, the Chart team performed a phishing attack on 1,000 of its own endpoints to test a variety of metrics using software that was custom-written for the task. Malwarebytes blocked almost all of the executions that were initiated when a user clicked on the malicious link or attachment.

“I didn’t expect Malwarebytes to perform that well against the phishing attack, but it was great,” said Merolla. “Malwarebytes is our principal line of defense when threats reach endpoints. It can save users from an errant click or two that could potentially be very damaging.”



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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.

Impact that matters

Malwarebytes has done such a good job of cleaning the company's endpoints of malware and junkware that the IT team can sharpen its focus on material threats to the company. They're no longer chasing security ghosts. The 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."



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