

City of Albany derails malware and other Internet threats

Malwarebytes eliminates malware and user frustration

INDUSTRY

Government

BUSINESS CHALLENGE

End process disruption and user inconvenience caused by malware

IT ENVIRONMENT

Windows Defender, layered enterprise security

SOLUTION

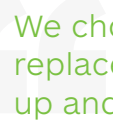
Malwarebytes Endpoint Security

RESULTS

- Reduced malware-related help desk calls by 95 percent
- Restored days of productivity for IT each month
- Eliminated user frustration and downtime due to malware

Business profile

The City of Albany, Oregon, was founded on the banks of the Willamette River. It began as a river town, expanded when the railroads arrived, and became a manufacturing and transportation hub. Keeping things moving is second nature to Albany. When malware began to impede progress, Albany derailed it with Malwarebytes.



We chose Malwarebytes Endpoint Security to replace our Kaspersky antivirus. I had the city up and running in less than 24 hours. What a difference—calls dropped substantially.

—Mike Cox, Senior Desktop Support Technician, City of Albany

Business challenge

Keep city processes moving

Albany is a connected city, with all departments linked by fiber—City Hall, the IT department, libraries, the transit building, remote water facilities, fire and police departments, parks and recreation, and others. However, Internet connectivity gave malware and outside threats a way in.

When a user unknowingly clicked on a malicious link, they often got a spoofed “FBI warning” screen telling them that their computers were infected. When that happened, they couldn’t change the page or even quit from their browsers. Although these incidents didn’t infect files or servers, they required IT to visit the machine, clean it up, and bring it back to normal. The time lost added up quickly. Worse, incidents often happened at critical moments. For example, a city manager might go online to download information for an accounting deadline, and suddenly his system wouldn’t be useable.

“Incidents took anywhere from 45 minutes to several hours to resolve, depending on where the machine was physically located,” said Mike Cox, Senior Desktop Support Technician for the City of Albany. “They happened three or four times a week, also bringing the user’s productivity to a halt.”



The solution

Malwarebytes Endpoint Security

Cox wanted a malware solution that he could manage locally so that the city didn't have to rely on the Internet. He and his team tried Webroot endpoint security, but it lacked the management visibility they needed. When Cox learned that Malwarebytes included anti-exploit capabilities, his interest was piqued. He and his team met with a Malwarebytes representative who explained how the anti-malware and anti-exploit solutions worked together. That convinced Cox to do a 30-day trial.

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Visibility with control

The Management Console gave Cox the flexibility to set different policies for different departments. One department's machines might be scanned and restarted at night, so that users' productivity wasn't affected. In other departments, such as police dispatch, machines are scanned without restarting so that they don't disrupt critical services. Laptops that don't usually connect to the city's domain are also protected. Cox created a domain policy for these systems that automatically updates Malwarebytes on each machine over the web.

"The Management Console immediately propagates changes to all of our systems," said Cox. "It's really easy to use and gives me remote management features that aren't available on most other products. It's made a huge difference for deployment and monitoring."

Fast and light

City users don't notice that Malwarebytes is running because of its small system footprint. The city's previous

antivirus could take hours to scan a system, which often bogged down city processes.

"City employees need their systems to run as fast as possible," said Cox. "For example, if a resident at the counter is upset about a high water bill, you don't want the billing clerk's machine to stop in the middle of the transaction."

Stopped in its tracks

Malwarebytes Anti-Exploit features are some of Cox's favorite technologies included in the solution. Since they deployed Malwarebytes, calls to the help desk for affected machines dropped 95 percent. If something questionable tries to get in, Cox can have Malwarebytes quarantine it, alert him via email, or simply remove it automatically.

"Malwarebytes anti-exploit features work really well to keep malware from getting into our environment," said Cox. "It's easier to keep things off a system than to go back and remove them. Malwarebytes stops malware so the user never sees it, which eliminated a lot of frustration."




No worries about malware

Malwarebytes and the Management Console have transformed IT's workload when it comes to malware. They save days of time each month, users enjoy high uptime and fast PC performance, and the city is well protected from Internet-delivered threats.

"We take security very seriously," said Cox. "I recommend other cities use Malwarebytes to stay on top of Internet security. We've had zero problems since we deployed it, and I don't worry about malware anymore."

| 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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