

JusticeTrax analyzes the evidence and deepens its defenses

Malwarebytes delivers enterprise-class protection with simplicity and control

INDUSTRY

Software

BUSINESS CHALLENGE

Maintain enterprise-level certifications and protection for company, employee, and customer data

IT ENVIRONMENT

Enterprise-class layered security

SOLUTION


Malwarebytes Endpoint Protection

RESULTS

- Simplified endpoint protection without sacrificing flexibility or control
- Eliminated malware that other solutions missed
- Gained flexibility to instantly protect temporary virtual systems
- Achieved confidence in advanced protection that evolves in capabilities

Business profile

JusticeTrax is a leading developer of software tools for forensic labs. Criminalists and other forensic analysts rely on JusticeTrax applications to securely manage the chain of custody for evidence, streamline case flow, manage lab consumables, report results, and coordinate lab management information. When JusticeTrax decided to move to a cloud-based endpoint protection solution, the IT team analyzed the evidence and chose Malwarebytes Endpoint Protection.



We needed the power and flexibility of an enterprise-class solution without needing an enterprise-size team to manage it.

—Richard Roy, IT Manager, JusticeTrax, Inc.

Business challenge

Practicing defense in depth

JusticeTrax serves some of the most sophisticated crime laboratories in North America, Australia, the Caribbean, and the Middle East. The organization maintains enterprise-class IT operations and pursues international certifications where they move the business forward. JusticeTrax is ISO 9001:2015 registered and is working toward ISO/IEC 27001 registration for information security management. For maximum protection, JusticeTrax employs a “defense in depth” philosophy with high-level layered security. Recently, the IT team looked to replace its antivirus to gain better protection against advanced malware and ransomware.

“We needed enterprise-class software,” said Richard Roy, IT Manager for JusticeTrax. “We wanted a solution from a vendor whose design, development, and support is based in the US and we wanted a vendor with a reputation of caring for their customers.”



The solution

Malwarebytes Endpoint Protection

They evaluated Malwarebytes Endpoint Protection with several other cloud-based solutions, weighing all of the pluses and minuses.

“Malwarebytes Endpoint Protection gave us great flexibility and control with simplicity,” said Roy. “It was so easy to deploy on our Windows clients and servers that we filled up our license almost immediately. I turned every feature on.”

Protection without complexity

For JusticeTrax, efficiency is a huge benefit. The other solutions they evaluated were overly complicated and would require arcane technical knowledge to deploy. Almost anyone on the team can set up and deploy Malwarebytes, so Roy’s most technical staff members can focus on other projects. In fact, a team member was able to use the Management Console to easily deploy Malwarebytes across the Active Directory environment in minutes.

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Validating practices

When they first turned on Malwarebytes, it immediately found malware that other systems had missed. Once the systems were cleaned and under Malwarebytes protection, Roy compared the reports between his various layers of security and found that they were consistent.

“Malwarebytes gives us peace of mind with validation,” said Roy. “When you use multiple products to test and compare effectiveness and they all sing a similar tune, it validates that you’ve been doing a good job.”

Roy and his team like the email alerts, so that they immediately know if a system is added or needs to be looked at. The solution scans systems each time a user plugs in a USB device or goes offline. The Management Console also pulls in information on each system where Malwarebytes is installed.

“It tells me what sort of software they have and other details,” said Roy. “It’s a nice feature to have information about a specific system where you need it, when you need it, so that you don’t have to bounce between different applications.”

Flexibility to protect and serve customers

Sometimes a customer might have a problem with their implementation of a JusticeTrax solution that requires deeper diagnosis. The support team spins up virtual systems needed to emulate the customer’s environment and runs the software to identify the issue.

“Having Malwarebytes in the cloud makes it simple to protect temporary virtual systems,” said Roy. “We can deploy it instantly to make sure that no issues are introduced, and when they tear down the system, I get the license back at the same time.”




A valued relationship

Roy really appreciates that JusticeTrax is treated as a valued customer. He explained that when they evaluated Malwarebytes, he received proactive contact and assistance from the Malwarebytes technical team.

“I hadn’t spent a dime yet, but they wanted to make sure that we had a positive experience,” said Roy. “That’s how we treat our customers. When our vendor values us as a relationship and not just a check, it means the world to us.”

| 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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