Moreland City Council creates a ransomware-free zone

Malwarebytes stops attacks from disrupting city services

Business profile

The Moreland City Council oversees services, activities, and development for the City of Moreland, Melbourne Australia. The Mayor and Councillors work to build a resilient community in an attractive, accessible and safe environment with a strong economy and services that meet residents' needs. A safe environment includes being free from ransomware, and that's why the city council turned to Malwarebytes.

Business challenge

Reducing impact on city business

The City of Moreland encompasses 12 suburbs north of Melbourne. Its IT team is responsible for the network and infrastructure, as well as user endpoints across 20 sites. From individual departments and libraries to an operations center, the city relies on its PCs to deliver services and tend to daily business. When malware and ransomware struck, they disrupted processes that affected businesses and citizens across the city.

Ransomware, like Cryptolocker, successfully targeted city council users through phishing schemes. Attacks corrupted desktop systems and encrypted files on servers. The city fought back with additional layers of security on its servers, but it took the IT team at least two days to recover files from backup, trace the infection to endpoints, and re-image those systems. The IT team also had to thoroughly investigate other areas of infrastructure to ensure that they were not encrypted.

"We knew that ransomware attacks always entered through a user's desktop," said Armando Giaccotto, IT Infrastructure Coordinator for Moreland City Council. "We didn't lose data, but an attack represented a significant impact to the IT team and the organization."

OVERVIEW

INDUSTRY
Government

BUSINESS CHALLENGE
Reduce time spent remediating ransomware attacks and malware infections

IT ENVIRONMENT
Windows Defender antivirus, firewall, layered security

SOLUTION
Malwarebytes Endpoint Protection

RESULTS
Stopped ransomware attacks and malware

Regained time for IT team to focus on strategic projects

Enhanced the council's security posture with no impact on users

Simplified endpoint management and eliminated need to deploy servers

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> MALWAREBYTES STOPPED RANSOMWARE ATTACKS SO WE'VE HAD NO MORE RANSOMWARE INFECTIONS. IT WORKS INVISIBLY TO OUR USERS, WHICH IS EXACTLY WHAT WE WANTED.
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> ARMANDO GIACCOTTO, IT INFRASTRUCTURE COORDINATOR, MORELAND CITY COUNCIL

In addition to ransomware, users' systems were targeted by a host of malware that arrived through mass emails and infected USB drives. Each infection disrupted users and took time away from other important IT projects.

The solution

Malwarebytes Endpoint Protection

Moreland City Council needed better protection against malware in general—and ransomware in particular. As Armando's team started looking for a solution, they had three requirements. First, the solution had to be non-intrusive to users. It couldn't overload system memory or disrupt the user's work. Secondly, the council required a cloud solution because the city's IT infrastructure is completely cloud-based. Finally, the solution had to deliver value. It had to perform as expected without high costs or high support requirements.

"I was already familiar with Malwarebytes," said Armando. "When we tested Malwarebytes Endpoint Protection for the city council, it was cloud-based, it was effective and nondisruptive, and it delivered the value we wanted."

No disruption

Armando's team deployed Malwarebytes seamlessly. They notified users of the change but received no calls or complaints. Malwarebytes immediately discovered and remediated volumes of malware that the antivirus had missed.

"Malwarebytes stopped ransomware attacks so we've had no more ransomware infections," said Armando. "It works invisibly to our users, which is exactly what we wanted."

Extra security without extra management

Having extra security to enhance the council's overall security posture was most important to Armando's team, and manageability was a close second. The council operates completely in the cloud, and Armando said that Malwarebytes Endpoint Protection gave them a highly cost-effective solution that requires minimal management. By eliminating the need to deploy servers and consoles, the team doesn't have to worry about managing software upgrades or purchasing hardware. Malwarebytes simply alerts the team when it detects malware and remediates it, or it quarantines a threat until the team investigates.

"Malwarebytes is a 'set-and-forget' solution for us," said Armando. "We set our policies and don't make many changes. Moving to Malwarebytes has been a great experience."

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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.