

Sentrian prevents ransomware from disrupting its clients' businesses

Malwarebytes Managed Services Provider Program gives Sentrian an edge

Business profile

Sentrian is a Managed Services Provider (MSP) that provides comprehensive, subscription-based IT services. Based in Brisbane, Australia, the company serves clients in Brisbane, Sydney, and Melbourne. Sentrian works with organizations as their trusted partner with a strong security focus, and it embraced Malwarebytes in response to growing ransomware threats.

Business challenge

Defending clients against ransomware

Sentrian provides an IT hub for its clients, helping them choose and operate the right solutions for their businesses. From IT strategy to managed services, Sentrian is committed to supporting its clients' employees and their productivity—not just their technology. A large percentage of the Sentrian team is made up of service desk and engineering staff members, all of whom have strong technical skills and experience with leading business technology platforms.

Sentrian engineers observed the increasingly sophisticated cyber attacks targeting their clients and recognized that traditional antivirus solutions were no longer providing the best possible defense. When a client suffered a ransomware attack, Sentrian engineers and support teams were diverted from normal operations and new projects to cleanup and remediation activities. Most ransomware attacks represent a significant expense for Sentrian, and a single, focused attack could claim multiple clients at a time.

“We were seeing a significant increase in ransomware incidents, as well as more complex, sophisticated attacks,” said Graeme Wilson, Network Operations Manager for Sentrian. “Attacks created security risks, caused downtime for our clients, and were a huge expense to remediate.”

OVERVIEW

INDUSTRY

Managed Services Provider

BUSINESS CHALLENGE

Prevent client and MSP operational disruption due to ransomware

SOLUTION

Malwarebytes Endpoint Protection

RESULTS

Prevented ransomware attacks and business disruption for its clients

Eliminated the time and costs associated with remediating attacks on its client systems

Automated deployment and alerting

Simplified management



THE MALWAREBYTES MSP PROGRAM HAS BEEN VERY POSITIVE, HELPING US PARTNER MORE EFFECTIVELY WITH OUR CLIENTS. END USERS ARE GETTING THE PROTECTION THEY NEED, AND SENTRIAN GAINS THE ASSURANCE OF PARTNERING WITH AN INDUSTRY LEADER TO STAY ON TOP OF CURRENT AND EMERGING SECURITY THREATS.

GRAEME WILSON, NETWORK OPERATIONS
MANAGER, SENTRIAN

Anytime a ransomware attack happened, it instantly became Sentrian's highest priority. Support staff and engineers had to stop the attack, restore client files, and rebuild workstations. They often had to shut down portions of the network to remediate an attack and work overnight to restore its clients' operations. Each attack eats into productivity for Sentrian engineers, and clients' businesses can suffer serious disruption.

"Besides the time spent remediating the infection, we would also spend several hours onsite meeting with the client," said Wilson. "A ransomware attack is a shock for any business. Naturally they want to know what happened and how they can be better prepared to prevent future attacks."

The solution

Malwarebytes Endpoint Protection

The Sentrian team concluded that traditional anti-virus solutions no longer provided the best possible defense against current and future threats and began looking for a solution that would proactively stop ransomware. They had previous experience using Malwarebytes and chose cloud-based Malwarebytes Endpoint Protection to defend clients' endpoints.

Sentrian used its remote monitoring and management solution, ConnectWise Automate, to script and deploy Malwarebytes to client endpoints. With the click of a button, the script uninstalled the previous antivirus product and replaced it with Malwarebytes. New Sentrian subscribers who use other endpoint solutions are moved to Malwarebytes at their renewal time.

Improved network safety and staff productivity

Since deploying Malwarebytes, Sentrian has stopped ransomware attacks on its clients' systems and eliminated the time and costs of remediation. Malwarebytes now protects Sentrian clients against advanced threats that attack systems across multiple vectors using different techniques.

"With Malwarebytes, we've prevented multiple ransomware attacks," said Wilson. "It has had a huge impact in reducing disruption for our clients and for us. Malwarebytes also keeps our clients' systems much

cleaner from malware and exploits. We can see what it's stopping."

Automation simplifies management

When new clients subscribe to Sentrian services, it's simple to deploy Malwarebytes protection on their systems. What was a manually intensive process in the past now takes just a click. Malwarebytes also removes all traces of malware, infections, and related artifacts from systems as it scans, reducing risk for clients' networks and systems.

"Malwarebytes scans the machines and removes the malware without us having to do anything," said Wilson. "It just takes care of itself. If we receive an alert, we can see exactly which system is affected and decide how to handle it."

Visibility improves processes

Sentrian also gained detailed visibility into every system protected by Malwarebytes. The team can view systems globally and by client groups to ensure that all are protected. Visibility into every endpoint also allowed them to create a more streamlined process of ensuring that systems are licensed properly.

"The ability to look at systems from a licensing perspective helped us refine our processes," said Wilson. "Before, if a client exited, we'd find machines left over that were still under license but not used. Now it's much easier to view licensing and keep things tidied up so we don't pay for systems not in use."

Partnering for success

Wilson is pleased with the Malwarebytes Managed Services Program. He appreciates the great support he receives from local Malwarebytes engineers for team training, assistance, and incident escalation. Sentrian also has access to the Malwarebytes product development team to suggest enhancements and new features.

"The Malwarebytes MSP program has been very positive, helping us partner more effectively with our clients," said Wilson. "End users are getting the protection they need, and Sentrian gains the assurance of partnering with an industry leader to stay on top of current and emerging security threats."



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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.