

Mike Carney Toyota Drives into Advanced Security with Malwarebytes



**3-day
recovery**

from ransomware attack



**5 hour/week
savings**

in IT time



**Proactive
management**

of vulnerabilities

Business Profile

Mike Carney Toyota opened its doors in 1987 in sunny North Queensland and is now recognized as one of Australia's leading Toyota dealerships. Since its start more than 30 years ago, the company has expanded to six locations and become a crucial business in the local economy. A big part of the dealership's success is attributed to its customer-first philosophy, as well as a focus on striving for continuous improvement and innovation in every aspect of the business. For improvements to its cybersecurity posture, Mike Carney Toyota turned to Malwarebytes.

Overview

Customer:

Mike Carney Toyota

Industry:

Automotive dealership

Displaced Product:

Vipre

Solution:

- Malwarebytes Endpoint Detection and Response
- Malwarebytes Endpoint Detection and Response for Servers
- Malwarebytes Vulnerability & Patch Management



Personally, having Malwarebytes takes the stress out of being an IT manager in charge of all the computers that run the business. If something does crumble, I can simply click on the machine that's affected and remediate it. That takes the pressure off me, because I can just fix it as quickly as I can go into Malwarebytes and get it done.

- Chris Candy, IT Manager
Mike Carney Toyota



Challenges



Ransomware speeds by detection

Phishing emails can be hard for users to spot. If an employee clicks on the link, it comes down to the endpoint protection to stop the attack. Except, this isn't what happened for Mike Carney Toyota. When a fake Australia Post email arrived, the link introduced a ransomware payload, which slipped past the dealership's incumbent Vipre endpoint protection and encrypted the fleet of 205 endpoints.

Restoring the encrypted workstations and servers was an all-out effort for the dealership's IT team. "It took us three days to recover from the ransomware attack. We had to reimage all the PCs and then restore them to the last backup," said Chris Candy, IT Manager for Mike Carney Toyota, adding, "It was a painful experience and an indicator that it was time to move to a new endpoint security solution."

205
endpoints



How Malwarebytes Solved the Problem

With the dealership's machines back in production, Candy reached out to his network and asked colleagues for suggestions on a solution that delivers proven protection against ransomware and other threats. The recommendation: Malwarebytes.



Enjoying cost savings on cyber insurance premiums

To advance its security posture, Mike Carney Toyota rolled out Malwarebytes Endpoint Detection & Response (EDR) for its endpoints and servers. The company also obtained cybersecurity insurance from a policy provider to reduce the financial risks associated with any future cyber disruptions. The great news, having Malwarebytes in place reduced the dealership's insurance premium.

To get the policy, the insurance broker phoned to get an overview of the dealership's security protections. Candy ran through the list and shared the full protection, detection, and remediation capabilities the company has in place with Malwarebytes. "At the end of the day, we've got Malwarebytes EDR and ransomware remediation in place. If something does go pear shaped, we can roll back a PC and be fully operational again in minutes. Demonstrating those Malwarebytes capabilities saved us money on our cyber insurance premium," said Candy.



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Managing cloud-based solution saves five hours per week

Before adopting Malwarebytes, managing endpoint security and maintaining the on-premises server consumed at least five hours each week. The team recouped that time with Malwarebytes. The cloud-based solution makes it easy for the team to centrally manage and see how the endpoints are running across the dealership's six locations.

"With Malwarebytes, everything's in the cloud, so I can just log in and manage everything from one spot. I don't have to worry about backing it up or anything like that—it's all done for me. Malwarebytes is saving us heaps of time," said Candy.



Advanced security

posture with effective protection



Locking out vulnerabilities from the infrastructure

Holding to its focus on continuous improvement, the dealership wanted to advance its security practices for handling vulnerabilities and adopted Malwarebytes Vulnerability Management. The module uses the same unified Malwarebytes agent, which made it simple for Mike Carney Toyota to adopt without introducing another agent. Now, the IT team has full visibility into the applications and operating systems that need updates and can push out the patches with a simple click.

"Having the visibility to see if machines are running old software is excellent. I can just have the module download the latest version or patch and push it out to the machines. And Malwarebytes makes that experience seamless for the end user, which keeps our operations running smoothly," said Candy, adding, "We now have a proactive approach with vulnerability management that keeps our house clean."



Increased confidence

in recovery capabilities with automated remediation



Confidence in the face of constant cyber threats

Employee training is an essential element of the dealership's security practices; yet there's always the risk that an employee might click on a malicious link in an email or file. Having Malwarebytes in place provides the IT team peace of mind that the dealership can swiftly respond and recover if any future issue occurs.

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Malwarebytes believes that when people and organizations are free from threats, they are free to thrive. Much more than malware remediations, the company provides cyberprotection, privacy, and prevention to tens of thousands of consumers and organizations every day. For more information, visit www.malwarebytes.com.

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