Malwarebytes

CASE STUDY

Malwarebytes eradicates Emotet and keeps students and staff protected

1,500 endpoints are infected by Emotet

750,000 infections effectively detected and remediated

Fast remediation saved IT time and effort

Challenges

Using Windows Defender to protect their faculty and student endpoints, Holyoke Public School had no central visibility into the security state of their endpoints. As long as no support calls came from users, the IT team had to presume that the product was handling things. That changed in an instant.

In the early weeks of a new school year, Holyoke Public School got hit by Emotet, one of the most difficult malware infections for IT teams to fully remediate. Scott Howes, Jr. Network Administrator, and the IT team received several calls that users were locked out of their accounts. After some quick investigation, Howes discovered that hundreds of user accounts were locked out and that Emotet-infected machines were trying to authenticate user accounts.

- **Traditional, reactive anti-virus** wasn't defending the school from Emotet and other sophisticated cyber threats.
- **Lack of visibility** into the school's endpoint security state and laterally moving Emotet infections across the school's 1,500 endpoints.
- **Remediation was ineffective and time-consuming**, placing an excessive burden on the school's tight IT resources.

After consuming 100 percent of his time for several weeks, Howes began a vendor evaluation for a superior solution to remediate Emotet and keep the staff and student endpoints protected.

Reasons for Choosing Malwarebytes

Howes was relying on the Malwarebytes remediation tool for assistance during his early incident response efforts. When the school decided they were ready for a robust protection and response solution,

OVERVIEW

CUSTOMER
Holyoke Public School
5,000 teachers and students

INDUSTRY
Education

IT ENVIRONMENT
Malwarebytes provides a strong security foundation with endpoint protection and remediation for the school's 1,500 devices across 11 sites

SOLUTION
Malwarebytes Site License

HOLYOKE
PUBLIC SCHOOLS
A PATHWAY FOR EVERY STUDENT

Malwarebytes was on the vendor evaluation short list. Holyoke Public School selected Malwarebytes for the following reasons:

- **Complete Visibility:** Central, cloud-based dashboard to gain clear visibility of which endpoints are infected across the school's 1,500 endpoint devices.

- **Effective Remediation:** Automated and thorough remediation from the Malwarebytes Linking Engine to simplify the school's Emotet remediation efforts.

- **Robust Reporting:** Malwarebytes reports to gain comprehensive details on the school's endpoints, providing the IT team with current status on their endpoint security state.

How Malwarebytes Solved the Problem

Since deploying Malwarebytes, Holyoke Public Schools was able to completely eradicate Emotet from their network. "It took only 15 minutes for Malwarebytes to complete the endpoint scan and remediation process on machines. The complete remediation process took a couple weeks as we tracked down machines that were turned off, so we could get Malwarebytes installed to do its thing," said Howes. With Malwarebytes in place, Holyoke now has a strong baseline of security, enabling the IT team to focus on other projects.

- **Effectively remediated the school's network** from invasive Emotet outbreak.

- **Detected and remediated TrickBot Trojan and 500 infections on each machine** that the previous solution missed.

- **Gained a strong foundation for endpoint security**, ensuring faculty and students can consistently access curriculum.

- **Effective protection** alleviates worry about the school's endpoint security and frees valuable IT resource time.

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