

CASE STUDY

Delivering on commitment of excellent service with Malwarebytes



60+ clients infected
by ransomware, monthly



With Malwarebytes,
confidence grew that
clients were protected



**Gained trusted
partnership** that
increased profits

Challenges

Complete PC Solutions values providing superior customer service to its more than 60 clients in Victoria, Australia. When successful ransomware attacks became a monthly occurrence for clients, the managed service provider made a proactive decision to pursue a new partnership with an endpoint security company that could ensure their continued customer commitment to high quality of service.

- **Ransomware attacks** hitting more than 60 client endpoints each month
- **Pulling “all-nighters”** performing remediations from system backups that wasted IT time
- **Traditional antivirus systems** no longer providing adequate defense against new types of attacks

Reasons for choosing Malwarebytes

“We started the partner selection process by testing the Malwarebytes product to see what it could do, firsthand. It performed head and shoulders above other endpoint security products, and that solidified our decision to partner with Malwarebytes,” said Daniel Watt, Technical Director at Complete PC Solutions.

- **Effective protection that’s “head and shoulders” above** other vendor solutions what made us better
- **Complete endpoint security solution** with anti-ransomware, anti-tampering, malware protection, and other detection capabilities
- **Eliminates the time and costs** associated with remediating attacks on its client systems

OVERVIEW

CUSTOMER

Complete PC Solutions

INDUSTRY

Managed Service Provider (MSP)

SOLUTION

Malwarebytes Endpoint Detection and Response



complete
PC SOLUTIONS



As Malwarebytes' first partner in Australia, we have developed a good, transparent relationship where we share information to mutually improve one another's businesses.

Frank Trintafyllou, Managing Director
Complete PC Solutions

How Malwarebytes solved the problem

"Malwarebytes has been a game changer and gives us the confidence that we're providing our clients the best solution and service experience. With its capabilities, like tamper protection and ransomware rollback, Malwarebytes enables us to provide our clients with bulletproof endpoint security," said Frank Trintafyllou, Managing Director of Complete PC Solutions. "As Malwarebytes' first partner in Australia, we have developed a good, transparent relationship where we share information to mutually improve one another's businesses," added Trintafyllou.

- **Instills confidence** for Complete PC Solutions that their clients are protected from ransomware and have quality endpoint protection
- **Increases time efficiency and profitability** with a strong vendor partnership that provides high quality support to technical inquiries
- **OneView Console provides visibility** and ease of management with cloud-based architecture



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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.

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