

CASE STUDY

Katana IT saves time and money with effective endpoint protection solution



Ransomware outbreak caused 10-hour interruption to client operations



Easy oversight of clients with cloud-based OneView console



Effective protection that improves customer experience and Katana IT's bottom line

Challenges

Katana's mission is to provide clients with a personal approach to IT managed services—a philosophy that focuses on developing a strong relationship with clients and providing a high quality of service. However, their incumbent endpoint security offering wasn't aligning with Katana IT's mission on quality. Instead, the incumbent product created agent bloat that was slowing down machines, and Katana IT was busy handling high volumes of repeat help tickets for issues like exception policies that weren't working correctly. Even worse, their client base of 600 endpoints was consistently getting hit by malware.

Collectively, the issues were negatively impacting customer experience, consuming valuable time, and cutting into revenue margins. Then, Katana IT reached a breaking point: "Two clients had ransomware outbreaks and one was significant. The client's operations halted for ten hours, and we worked 18 hours through the night to get their business back online. After that, we decided to find a new endpoint protection partner," said Luke Santillo, Senior Technical Consultant at Katana IT.

- **Ransomware outbreak** interrupted client operations for ten hours and required 18 hours to remediate.
- **Ineffective protection** against malware, ransomware, and other endpoint threats.
- **Time consuming ticket handling** for repeat product issues that was costing time and money.

Reasons for choosing Malwarebytes

With a focus on selecting a new vendor solution that provided highly effective protection, Katana IT conducted a multi-vendor evaluation.

OVERVIEW

CUSTOMER

Katana IT

INDUSTRY

Managed Service Provider (MSP)

SOLUTION

Malwarebytes Endpoint Protection



KATANA IT



Malwarebytes' effectiveness is a major win; it just does the job. We used to spend a high amount of labor handling an average of 12 endpoint issues each month. That's all recouped time and money we've gained with Malwarebytes.

Luke Santillo, Senior IT Consultant
Katana IT

Malwarebytes had been a longtime, trusted solution to help Katana IT manage client remediation, so it was added to the short list of vendors to evaluate.

"We ran live malware tests on multiple products, and Malwarebytes came out as the clear leader. It was the most effective at detecting and cleaning the threats we threw at it, and it didn't slow down or negatively impact the endpoint," said Santillo.

- **Effective protection** with multiple techniques that provide broad protection against all attack types.
- **Strong incident response** capabilities with ransomware rollback and automated remediation.
- **Lightweight agent** that doesn't cause bloat or negatively impact the endpoint.

How Malwarebytes solved the problem

Since rolling out Malwarebytes two years ago, Katana IT hasn't experienced a single malware issue and hasn't had to reimage a single machine. "Malwarebytes' effectiveness is a major win; it just does the job. We used to spend a high amount of labor handling an average of 12 endpoint issues each month. That's all recouped time and money we've gained with Malwarebytes," said Santillo.

With the Malwarebytes OneView, Katana IT gained a single, cloud-based console to manage all client endpoints, license provisions, and endpoint reporting. "Directly from the OneView console, I can initiate a scan without interrupting the user. Of our security stack offerings, Malwarebytes has the simplest dashboard to see everything we need in one place. We conduct a monthly endpoint audit to make sure all client endpoints have the latest patches and other details. OneView gives us an up-to-date view on the data we need for these audits and makes it easy to see our client's endpoint security status," said Santillo.

Malwarebytes has allowed Katana IT's security stack to be more efficient, which, in turn, improves customer experience and profitability. "Malwarebytes allows us to trust our endpoint security service offering, so we can get on with running our business," said Santillo.

- **Effective security** with real-time protection to attacks as they emerge.
- **Easy oversight of clients** with cloud-based OneView console that provides time savings managing clients.
- **High quality offering and increased time efficiency** that improves customer experience and Katana IT's bottom line.



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