

## CASE STUDY

# Strong ransomware protection and vendor partnership that supports business growth



**Superior Protection**  
against ransomware and  
emerging threats



**Streamlined management**  
freeing time to focus on  
strategic initiatives



**Strong vendor partnership**  
that supports Netison's  
growing business

## Challenges

For Netison, providing its clients in northern Italian provinces with quality IT and security services is something customers can rely on. When, in the early days of ransomware, a client business got hit by a CryptoLocker ransomware attack, Stefano Festa, CEO of Netison, decided it was time to investigate adopting a new endpoint protection solution for the company's service offerings.

"At the time, ransomware was something I'd heard of but hadn't actually had to face. After a client was impacted by an attack, I decided to take a proactive approach in looking for a trustworthy endpoint protection product that we could offer clients," says Festa.

- **Lacking protection against ransomware** to safeguard clients.
- **Consuming valuable staff time** trying to restore infected system from unreliable backups.
- **Risk of customer turnover** due endpoint threats that interrupt client operations.

## Reasons for choosing Malwarebytes

In addition to leading protection against ransomware attacks, Netison wanted an effective endpoint protection solution from a vendor he could rely on as a trusted partner to support the growth of his MSP business. In 2015, Festa met with Malwarebytes at a conference and was impressed with the solution's capabilities to support his customers' needs; he selected Malwarebytes for the following reasons:

- **Strong protection against ransomware:** Multiple threat protection techniques allows Netison to offer clients effective endpoint protection.
- **Simple deployment and management:** Trouble-free deployments and a central MSP console streamlines client installation and ongoing management.
- **Strong vendor partnership:** A responsive vendor team based in EMEA that listens to feedback, supporting Netison's growing MSP business.

## OVERVIEW

### CUSTOMER

Netison

### INDUSTRY

Managed Services Provider

### IT ENVIRONMENT

Managed Services, Data Saving, Virtual Infrastructures

### SOLUTION

Malwarebytes Endpoint Detection & Response





Malwarebytes has all the features that enable an MSP to keep their customers safe. Since partnering with MALwarebytes, not a single one of our clients has been hit by ransomware or malware. That steadfast protection is priceless.

Stefano Festa, CEO  
Netison

## How Malwarebytes solved the problem

“Malwarebytes has all the features that enable an MSP to keep their customers safe. Since partnering with Malwarebytes, not a single one of our clients has been hit by ransomware or malware. That steadfast protection is priceless,” says Festa.

With the OneView console, Netison has a single pane of glass to see all of its clients in one central view. The solution’s simplicity has also enabled Festa to put other team members in charge of managing the endpoint protection services, freeing up his valuable time to focus on initiatives to help grow the business.

One such initiative Festa has pursued is recommending that customers upgrade from Malwarebytes Endpoint Protection to Malwarebytes Endpoint Detection & Response (Malwarebytes EDR). “As existing customers approach renewal, my team works with them to propose an upgrade to Malwarebytes EDR. The solution provides my clients with essential capabilities to keep their organization safe, and the product is a good value. Offering Malwarebytes EDR has also helped increase our monthly recurring revenue,” says Festa.

- **Strong customer retention** with effective endpoint protection that keeps client environments free from ransomware and other high-risk threats.
- **Simple management with OneView console** enables junior technicians to manage the solution, freeing Festa’s time to focus on strategic business efforts.
- **Robust, high value EDR solution** that helps Netison grow the business and recurring revenue.



[malwarebytes.com/business](https://malwarebytes.com/business)



[corporate-sales@malwarebytes.com](mailto:corporate-sales@malwarebytes.com)



1.800.520.2796

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