Malwarebytes

CASE STUDY

Ensures effective protection for client endpoints with Malwarebytes

Superior protection
against malware and
other cyberattacks

Efficient MSP operations—
transparent from sales to
deployment through billing

Command central visibility
of all clients' security posture
from one dashboard

Challenges

SaberVox prioritizes providing its 200 clients with effective and efficient cloud-based IT solutions that improve business operations and success. With its incumbent anti-virus product, clients were continuously getting hit by malware. SaberVox knew it was time to find a solution that would allow them to deliver on their commitment to effectiveness—one that provides broad protection against cyberattacks to improve client security and avoid downtime.

- **Lacking effective coverage** against endpoint attacks, resulting in excessive time handling client endpoint issues
- **Avoiding negative impact on clients** to ensure CEO uptime and continued customer satisfaction
- **Partnership lacking ability to move to MSP model** with monthly billing

Reasons for choosing Malwarebytes

"Malwarebytes provides multiple layers of protection, including ransomware rollback, which gave us confidence that it can learn and modify its behavior based on the changing attack landscape. This, plus their cloud-based MSP model made it compelling for us to partner with Malwarebytes," said Gary Meers, Chief Technology Officer at SaberVox.

- **Multi-vector protection** along with ransomware rollback capabilities
- **Easy deployment with automation** makes client provisioning fast and easy
- **Delivers strong value** by not burning through hours and profitability responding to endpoint issues
- **OneView Console** enables simple client oversight and monthly client billing for only the endpoints that are in use

OVERVIEW

CUSTOMER
SaberVox

INDUSTRY
Managed Service Provider (MSP)

SOLUTION
Malwarebytes Endpoint Protection

saberVox
cloud solutions

How Malwarebytes solved the problem

"We haven't had any ransomware or malware issues with our client machines running Malwarebytes. We can see our clients' log files showing activity that is trying to access the servers and machines, and Malwarebytes is actively stopping these hacking attempts. Because our customers have less issues, we have reassurance and confidence in the quality of our endpoint security offering, which also increased our customer satisfaction," said Meers.

The product's cloud-based approach allowed SaberVox to adopt an MSP model with a single place to manage all customers. The OneView console gives the SaberVox team a command central view into all endpoint activity and makes it easy to automatically isolate an endpoint and remediate an issue, without having to phone the client and ask them to turn off the PC.

- **Instills confidence** that customers have effective endpoint protection
- **Provides command central visibility** with OneView console to easily see the security posture of all clients
- **Supports operations**—from sales to deployment and billing
- **Eliminates ransomware and malware issues** with Malwarebytes providing effective endpoint security to protect customers' first line of defense