

# Automate cyber resilience for the digital enterprise with Malwarebytes and ServiceNow

Orchestrate endpoint security within your security and IT ecosystems for faster responses, regulatory compliance, and continuous business productivity.

Speed and efficiency are paramount in today's security environment of limited resources, where incidents happen faster than they can be addressed. Malwarebytes' endpoint security (Malwarebytes Endpoint Protection and Incident Response) cloud integration with ServiceNow® Security Operations automates and orchestrates cyberthreat protection and response across the enterprise. Security teams can prevent, prioritize, and remediate infected endpoints faster without impacting end-user productivity.

## Security operations and incident response challenges

### Too many tools create inefficiencies

Many security organizations report using more than 50 security tools, with larger enterprises often clocking in over a hundred. Siloed tools create complexities and inefficiencies in your security operations because of limited visibility into how they fit into your overall security playbook.

### Expanding attack surfaces open vulnerabilities

The growth of cloud services and workforce mobility has created an increasingly distributed and vulnerable network, pushing the endpoint forward as the first line of defense against cyberattacks.

### Manual processes with limited IT resources

Most incident response teams respond to threats by re-imaging their endpoints. Re-imaging and restoring an endpoint can be a time-consuming and expensive task, especially when it must be done repeatedly. Coordination of response efforts can also be challenging and cause delays, as it is often driven by security, yet executed by IT.

These operational challenges result in extended periods during which threats are not detected and, once identified, not remediated in a timely manner. When organizations struggle with long Mean-Time-To-Response (MTTR), it impacts their productivity and, ultimately, their bottom line.

## Malwarebytes and ServiceNow Security Operations solution

The integration between Malwarebytes and ServiceNow Security Operations streamlines the incident response process to improve Mean-Time-To-Response (MTTR). This bidirectional integration includes the ability to generate security incidents in ServiceNow based on events triggered by Malwarebytes Endpoint Protection. It also includes the ability to automate response actions within ServiceNow, leveraging the Malwarebytes Incident Response solution. The integration app is easy to deploy and highly customizable based on organizational processes and needs.

### Simplify complex response policies

ServiceNow can orchestrate responses across siloed IT systems and processes based on endpoint threat intelligence and events sent from Malwarebytes.

### Automate detection and remediation

Reduce manual tasks and save valuable IT staff resources by automating responses based on your ServiceNow security policies and workflows.

### Prioritize and customize your responses

ServiceNow enriches each incident with threat insights from Malwarebytes to determine risk and prioritize incidents based on business impact.

## How it works



### Malwarebytes Endpoint Protection integration:

1. Malwarebytes Endpoint Protection generates incidents from malware detected on the endpoints. Incidents are sent into ServiceNow Security Incident Response.
2. Malwarebytes can also generate alerts on the status of the endpoint, including whether the agent is fully up-to-date, if real-time protection capabilities have been disabled, or if Malwarebytes is not installed on an endpoint.

### Malwarebytes Incident Response integration:

1. Alerts are sent to ServiceNow Incident Response.
2. The incident responder triggers Malwarebytes Incident Response to initiate a scan and validate the infection on suspected endpoints.
3. The incident responder triggers a broader scan of a group of endpoints or the entire organization to identify any lateral spread.
4. The infected endpoints are remediated by Malwarebytes Incident Response, triggered through the ServiceNow console.

## Summary

Businesses are exposed to cyberthreats more than ever before with expanding attack surfaces, complex security ecosystems, and limited resources to fight back. Malwarebytes' endpoint security (Malwarebytes Endpoint Protection and Incident Response) cloud integration with ServiceNow Security Operations automates and orchestrates cyberthreat protection and response across the enterprise, minimizing MTTR. Security teams can prevent, prioritize, and remediate infected endpoints faster without impacting end-user productivity.

## About Malwarebytes

Malwarebytes is trusted to protect people and businesses against the latest dangerous cyberthreats, including malware, ransomware, and exploits that traditional antivirus solutions fail to catch. Malwarebytes offers comprehensive defense and recovery technologies to safeguard devices whether at home or in the office, enabling users to protect themselves anywhere, anytime. Malwarebytes' team of researchers and security experts protect more than 60,000 businesses and millions of people worldwide, combatting more than 8.8 million threats daily using artificial intelligence and machine learning to rapidly identify behavior and catch new threats. Driven by a desire to protect everyone's right to a malware-free existence, CEO Marcin Kleczynski founded Malwarebytes in 2008, and has grown the company to over 750 employees across the world today. The company is headquartered in California with offices in Europe and Asia. For more information, visit [malwarebytes.com](http://malwarebytes.com).

## About ServiceNow

ServiceNow was started in 2004 with the belief that getting simple stuff done at work can be easy, and getting complex multi-step tasks completed can be painless. From the beginning, ServiceNow envisioned a world where anyone could create powerful workflows to get enterprise work done. Today, ServiceNow's cloud-based platform simplifies the way we work through a structured security orchestration, automation, and response engine. ServiceNow Security Operations automates, predicts, digitizes, and optimizes security and vulnerability response to resolve threats quickly based on business impact. Reduce manual processes and increase efficiency across security and IT teams. ServiceNow is how work gets done.

### HOW TO GET STARTED

Download the Malwarebytes for ServiceNow app at [www.malwarebytes.com/integrations](http://www.malwarebytes.com/integrations)



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



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Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware and exploits that escape detection by traditional antivirus solutions. Malwarebytes completely replaces antivirus with artificial intelligence-powered technology that stops cyberattacks before they can compromise home computers and business endpoints. Learn more at [www.malwarebytes.com](http://www.malwarebytes.com).