Malwarebytes

CASE STUDY

Malwarebytes cut potential downtime to a matter of hours rather than weeks

Premium support
helped save
€ 100,000

Rapid deployment
and disinfection
slashed downtimes

Complete remediation
where traditional
anti-virus failed

Challenges

Global IT is Neoperl's production backbone. It is relied upon to ensure the seamless flow of product components and documentation — from warehouse, to assembly, and onto distribution. A single day of downtime can result in losses of up to € 600,000. Global IT's job is to keep the system running 24/7 and minimize downtime in the event of any incident.

- **Recognizing new malware mutations in real time** and removing them before they spread.
- **Educating employees** on using email safely to prevent infections.
- **Running effective security scans** without impacting IT systems.

Speed is the key. If an infection progresses faster than the rate of disinfection, the battle is lost. Neoperl's main challenge was to find a solution that could isolate and remove malware before impacting its global network.

Reasons for Choosing Malwarebytes

A quick decision was required. A variant of Emotet that Neoperl's anti-virus solution hadn't recognized was creeping through the network. Global IT contacted Malwarebytes online and downloaded a test version. Success! A member of the Global IT Team contacted Malwarebytes CEO on Twitter to cement the relationship and ensure extra-attentive service.

- **Speed:** Premium customer support accelerates deployments (saving > € 100,000 in downtime costs in Neoperl's case).
- **Effectiveness:** Robust endpoint remediation solves what traditional anti-virus can't.
- **Ease of use:** Cloud Manager ensures visibility across critical endpoints and eliminates the need for on-site helpdesk visits.

OVERVIEW

CUSTOMER
Neoperl
Germany (Global IT, R&D, Production & Logistics); Switzerland (International Sales)

1,600 employees

INDUSTRY
Faucets, plumbing, and water filtration products

IT ENVIRONMENT
Integrations: Works seamlessly with Neoperl's cloud services, network, infrastructure, and endpoint management platform

SOLUTION
Malwarebytes Endpoint Detection and Response

NEOPERL®

flow, stop and go®

How Malwarebytes Solved the Problem

Once Malwarebytes was installed via the cloud, Neoperl was able to automatically take PCs and servers at its main data center off the network, put them under Malwarebytes umbrella, and cleanse them one by one.

- **Malwarebytes Cloud Platform** enabled rapid, remote cleansing of endpoints before Emotet could spread beyond Germany.
- **Premium Support's** 24/7 virtual service team accelerated deployment.
- **Linking Engine** technology removed all traces of the infection and related artifacts.