

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



flow, stop and go®



It's all about speed when you're hit. Malwarebytes solved our problem fast and effectively. We called the US and said our boat had holes with water coming in fast. Malwarebytes set up a virtual room for 24/7 support, so answers were just a call away. We were back in business in 72 hrs, rather than weeks as has been the case with other companies in Germany.

Alexander Rothaug, Global Head of IT
Neoperl

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.



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Malwarebytes is a cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against malicious threats, including ransomware, that traditional antivirus solutions miss. The company's flagship product uses signature-less technologies to detect and stop a cyberattack before damage occurs. Learn more at www.malwarebytes.com.