

CASE STUDY

“Malwarebytes has been a bacon saver in so many instances.”



30% of helpdesk tickets were malware-related



Saved hours weekly managing endpoint remediation



Reduced worry with “troublesome” users

Challenges

The academic institution’s busy IT team was spending 30% of their time managing employee help desk issues that were related to malware. “We had a troublesome ‘human factor’ of employee internet browsing and taking other actions that were consistently introducing malware.” Microsoft Windows Defender wasn’t providing adequate protection against malware, and as a result, the helpdesk team was spending precious time handling remediations.

- **Microsoft Windows Defender was ineffective** at protecting against malware threats.
- **Endpoint remediations** were placing an excessive burden on IT team resources.
- **Managing endpoints at remote locations** was difficult with limited visibility.

Reasons for Choosing Malwarebytes

Bobby initiated a multi-vendor evaluation and adopted Malwarebytes on-premises 7 years ago. In the last two years, he upgraded to the cloud-based solution and noted that the process was fast and smooth. “The installation was so quick, we were amazed.” The cloud management approach provides the IT team with visibility and ease of management across the institution’s four locations.

- **Effective protection:** “Hands down Malwarebytes has the fastest scanning and most effective protection of the products we evaluated.”
- **Ease of use:** Cloud dashboard makes it easy to see what’s happening on every endpoint.
- **Smooth cloud migration:** “We were up and going in a day.”

OVERVIEW

CUSTOMER

University of Texas Systems
500 endpoints

INDUSTRY

University

IT ENVIRONMENT

Malwarebytes works seamlessly with the university’s security infrastructure across four locations.

SOLUTION

Malwarebytes Endpoint Detection and Response





Malwarebytes provides strong protection. It has been a bacon savor in so many instances throughout the years in our institution.

Bobby Yanez, Information Security Analyst
University of Texas System

How Malwarebytes Solved the Problem

Since adopting Malwarebytes, the institution has strengthened its endpoint security posture and reduced help desk time from managing endpoint malware issues. The solution picks up PUPs and prevents users from going to malicious websites and downloading malware. The cloud solution further strengthens the university's security by ensuring remote and traveling users' endpoints are continuously updated and scanned.

- **Cloud solution saves cost and time** by alleviating the team from managing a server and coordinating agent updates to user endpoints.
- **Gained 100% visibility** across all endpoints and remote users with cloud-based console.
- **Ease of demonstrating compliance** with turnkey reports that are provided to the State of Texas each month.



malwarebytes.com/business



corporate-sales@malwarebytes.com



1.800.520.2796

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.