Malwarebytes

CASE STUDY

Commitment to innovation secures longtime customer

Cloud solution simplifies management across 20 sites

Multiple protection layers that instills confidence

Excellent service and innovation retain longtime customer

Challenges

According to Langdale's previous antivirus solution, the company's endpoints were secure, and everything was running fine. However, Robert Elworthy, Assistant Director of IT, was getting at least three cases each week from employees complaining that something seemed wrong with their system.

"I'd turn to Malwarebytes to scan the users' desktops and would uncover Trojans, malware, spyware, and other issues that the current AV software wasn't catching. Then, we were hit by a ransomware attack that took down one of our sites for two days and annihilated the AV software," said Elworthy.

- **One of the leading AV solutions** wasn't providing effective protection and endpoints were consistently getting infected.
- **Remediation efforts took hours of time each week** and impeded the user's ability to work.
- **Successful ransomware shut down operations** of a site for two days and required the entire IT staff get things back up and running.

Elworthy and the IT team had lost faith in their current AV provider and knew it wasn't working, so they decided to search for a new solution that would provide the company with effective protection.

Reasons for Choosing Malwarebytes

Langdale set out to adopt a modern endpoint security solution that went beyond a signature-only approach to include multiple detection techniques.

OVERVIEW

CUSTOMER
Langdale Industries
350 endpoints across
20 sites

INDUSTRY
Manufacturing

IT ENVIRONMENT
Running best-practicelayered security controls across the company's 20 sites

SOLUTION
Malwarebytes Endpoint Detection and Response

LANGDALE
INDUSTRIES, INC.

After running an evaluation of five solutions, Langdale chose Malwarebytes for the following reasons:

- **Effective protection:** Multi-layered protection with artificial intelligence and machine learning that delivers effective protection for the company's endpoints.

- **Responsiveness:** Elworthy participated in a beta program during his trial and was impressed by the company's excellent responsiveness in incorporating quality updates in the product.

- **Brand trust:** Strong industry reputation of excellence in endpoint protection with trusted help from Malwarebytes' free remediation tool.

How Malwarebytes Solved the Problem

At the time of the purchase, Langdale deployed Malwarebytes Endpoint Security across the company's 20 sites. "Within a week I had all of our systems cleaned up. Malwarebytes gives me a security layer at the endpoint protection that I can trust," said Elworthy. After years as a satisfied Malwarebytes customer, Langdale migrated to Malwarebytes Endpoint Protection and Response. Elworthy looked forward to moving to a cloud-based solution so that the IT team could centrally manage the Malwarebytes clients. "Our migration process was really smooth, and we can now easily view and manage all of our clients and access installers for onboarding new users," said Elworthy.

- **Cloud management**
  "I love the cloud management and that I can check the systems anytime. Plus, it's really easy to use," said Elworthy.

- **Zero-hour malware protection**
  "Malwarebytes' multiple detection techniques consistently protect us from advanced threats. We regularly see in the reports that it's stopping threats, like Emotet, from getting into our infrastructure," said Elworthy.

- **Automated remediation**
  "Malwarebytes remediation is effective and saves us time. Employees who were previously bogged down with malware cleanup have regained time to work on other priority projects," said Elworthy.

- **Ransomware rollback**
  After previously getting hit by a ransomware attack, the product's ransomware rollback capabilities give Langdale's IT team peace of mind.