Malwarebytes

CASE STUDY

Delivering ransomware protection to support client productivity and growth

Legacy solution didn't protect against WannaCry ransomware

Gained effective protection for customer base's 400 endpoints

Experienced cost savings with less staff time spent on endpoint issues

Challenges

Support on the Spot prides itself on providing clients with quality IT support and hosting services that address their clients' every technology requirement and enables their business growth. When one of their clients got hit by WannaCry ransomware, Support on the Spot decided it was time to look for a new endpoint protection service.

- **Ineffective protection against ransomware** to safeguard clients
- **Unreliable incumbent solution** that was blocking good files and not detecting dangerous payloads
- **Consuming valuable IT staff time** restoring infected systems

Reasons for choosing Malwarebytes

In addition to an endpoint security solution that stops ransomware attacks, Support on the Spot needed a reliable solution to offer their clients—one that would give them confidence that their clients were receiving superior protection. Support on the Spot selected Malwarebytes for the following reasons:

- **Broad operating system support:** Malwarebytes' broad OS coverage allows Support on the Spot to universally recommend the solution across diverse client environments
- **Ransomware protection:** Multiple detection techniques, including ransomware rollback, allows Support on the Spot to offer clients strong protection against the latest threats
- **Simple deployment:** Trouble-free deployments make it easy for Support on the Spot clients to clients up and running and saves a significant amount of time

OVERVIEW

CUSTOMER
Support on the Spot

INDUSTRY
Managed Service Provider (MSP)

SOLUTION
Malwarebytes Endpoint Protection

SUPPORT ON THE SPOT
Responsive IT Support, wherever you need it

> "
> Malwarebytes is quite simple and easy to manage. The OneView console has an 'iOS feel' to it that is clear and professional. It gives me every piece of information I need straight away, so I can immediately see the scan information and suspicious activity. Plus, I can look at my clients by billing cycle, which assists our operations from an accounting perspective.
>
> Seth Westrip, Chief Operating Officer
> Support on the Spot

How Malwarebytes solved the problem

When customers come to Support on the Spot, they're assured a quality service with response times that are faster than industry standard, often 15 to 20 minutes. "With Malwarebytes, we feel confident as a business that we can deliver on our quality of service standards, and we pass on that confidence to our customers," said Seth Westrip, Chief Operating Officer at Support on the Spot.

Support on the Spot customers rely on the company for their technical expertise and phone when they have questions or a problem. "With Malwarebytes, we gained cost savings by spending less time on endpoint issues. Our main calls today related to endpoint security are for requests to get the solution installed on new machines," said Westrip.

- **Gained confidence** that customers are protected from ransomware and have quality endpoint protection
- **Experienced cost savings** spending less time on remediating endpoint issues
- **Enabled fast SLA standards** to deliver customers a high-quality service

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.