

CellNetix inoculates its workstations against malware

Pathology company diagnoses and eliminates malware infections quickly and easily

INDUSTRY

Healthcare

BUSINESS CHALLENGE

Minimize the potential of human error to improve patient care

IT ENVIRONMENT

Multi-layered security environment in main data center, which includes physical security devices and traditional antivirus software

SOLUTION

Malwarebytes Anti-Malware for Business, which includes the Management Console

RESULTS

- Significantly reduced time and effort involved in cleaning PCs from malware through proactive detection
- Enforced security policy by preventing access to malicious websites and programs
- Simplified ability to maintain PC health
- Delivered peace of mind through high reliability

Business profile

Based in Seattle, Washington, CellNetix Pathology & Laboratories provides comprehensive clinical and anatomic pathology services. The company's 50 board-certified pathologists span 27 medical subspecialties and combine a commitment to excellence with leading-edge technology. That commitment to accuracy and improving patient care carries over to the health of CellNetix computers. That's why the company chose Malwarebytes for fast, precise diagnosis and eradication of malware.

No other solution fills the roll of Malwarebytes. Some companies rely primarily on their traditional antivirus solution. I'm the opposite—Malwarebytes is my go-to solution and my traditional antivirus is the backup.

—Eric Leaf, Systems Engineer & Helpdesk Supervisor, CellNetix

Business challenge

Maximize PC health

From its founding, CellNetix has relied on technological innovation to enable consistent, accurate diagnoses in the shortest time possible. Technology powers operations across 17 locations and supports capabilities such as video collaboration between medical generalists and remote specialists, as well as specimen barcoding.

“Human error is the enemy of accuracy and optimized patient care,” said Eric Leaf, Systems Engineer and Helpdesk Supervisor at CellNetix. “We barcode absolutely everything—from specimen pickup throughout the entire pathology workflow—to minimize the risk of human error. We heavily



rely on technology, and that means that we have PCs throughout the organization.”

Although data is not stored on local PC workstations, protected health information (PHI) is necessarily part of pathology workflow, and PC users regularly access network resources. If a user is browsing websites, there is always the risk of mistyping a URL address and accessing an infected website or downloading malware. Exploits such as CryptoLocker represent even larger threats, because they attack valuable network resources—and CryptoLocker had attacked the company twice.

“We simply can’t have security compromised,” said Leaf. “We defend high volumes of protected health information. So when we see even one malware incident on a PC, we need to be able to take care of it right away.”

The solution

Malwarebytes Anti-Malware for Business

Prior to joining CellNetix, Leaf was a security consultant and used Malwarebytes extensively to clean PCs after they had been infected. When Malwarebytes Anti-Malware for Business became available, he immediately purchased it for CellNetix. Malwarebytes Anti-Malware for Business reduces vulnerability to zero-hour malware, including ransomware, by delivering industry-leading detection and remediation. Malwarebytes Anti-Malware was installed on all CellNetix local workstations to actively protect them from malware.

The new go-to

“No other solution fills the roll of Malwarebytes,” said Leaf. “Some companies rely primarily on their traditional antivirus solution. I’m the opposite—Malwarebytes is my go-to solution and my traditional antivirus is the backup.”

As Leaf explains, by the time antivirus solutions detect malware, it’s already on the workstations. The antivirus solutions detect it post installation, but cleanup still involves a lot of time and effort. Malwarebytes proactively detects and crushes malware before it can infect a system.

Proactive inoculation against malware

When Malwarebytes detects a problem missed by the antivirus solution, it’s usually because it is a new virus and the traditional antivirus product has not been updated. “Malwarebytes usually just kills malware, but it is also really good at identifying suspicious files and quarantining them,” said Leaf. “Malwarebytes is proactive and immediate, so it’s a lot faster than antivirus, which typically runs on a schedule.”

Malwarebytes also blocks problematic websites, preventing users from accessing them and preventing malicious sites from reaching users’ PCs.

“Malwarebytes lets us have an active role in locating, diagnosing, and preventing malicious activity,” said Leaf. “It pops up warnings to users that they cannot install a program, and it immediately quarantines suspicious files. It’s a really good tool to ensure that our systems are safe.”

Maintaining good PC health

Leaf uses the Malwarebytes Management Console to simplify management of the PCs. He scans all machines monthly to ensure that they are updated and free from viruses and malware. He also checks new installs to ensure that they are protected.

“It’s rare that we have to clean anything up,” said Leaf. “When we do, I can’t think of a time that Malwarebytes hasn’t cleaned it up.”

Gaining reliable peace of mind

Malwarebytes has reliably detected and remediated malware at CellNetix. Even if someone brings in an infected storage device and a machine is infected, it is found and cleaned up quickly.

“I trust Malwarebytes to do what it’s supposed to do,” said Leaf. “Since it was installed, we haven’t had a problem with malware.”

| About

Malwarebytes provides anti-malware and anti-exploit software designed to protect businesses and consumers against zero-day threats that consistently escape detection by traditional anti-virus solutions. Malwarebytes Anti-Malware earned an “Outstanding” rating by CNET editors, is a PCMag.com Editor’s Choice, and was the only security software to earn a perfect malware remediation score from AV-TEST.org. That’s why more than 38,000 SMBs and Enterprise businesses worldwide trust Malwarebytes to protect their data. Founded in 2008, Malwarebytes is headquartered in California, operates offices in Europe, and employs a global team of researchers and experts.



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