City of Westfield evicts malware

Local government uses Malwarebytes to keep city employees running at peak performance

INDUSTRY
Government

BUSINESS CHALLENGE
Gain better protection against malware

IT ENVIRONMENT
One data center with firewalls and Microsoft System Center Endpoint Protection antivirus

SOLUTION
Malwarebytes Endpoint Security, which includes Anti-Malware, Anti-Exploit, and the Management Console

RESULTS
• Reduced malware infections to zero
• Gained proactive notification of potential malware infection before it affected users' machines
• Saved time with simplified management and batch updates

Business profile

Westfield, Indiana, has been named one of America's "Best Places to Live" by *CNN Money Magazine*. Located 25 miles north of Indianapolis, Westfield is home to 30,000 residents. The City of Westfield's Informatics Department keeps city operations running smoothly by making sure that it prevents malware from taking up residence on municipal systems.

> Malwarebytes Endpoint Security complements our existing antivirus solution. Since it was deployed, I can't remember the last time we experienced a malware-related incident.
>
> —Adam Green, Systems Analyst, City of Westfield

Business challenge

Make desktop systems inhospitable to malware

Adam Green is the Systems Analyst for the City of Westfield, focused on automating desktops and preventing issues that disrupt city employees' productivity. Part of preventing problems involves keeping the city's 240 employee desktop systems free from malware.

"Our most common problems were jokeware and adware-based infections," said Green. "They routinely targeted users' web browsers with Browser Helper Objects (BHOs) and unauthorized default search engine manipulation."

Although the city primarily used the Microsoft Internet Explorer browser, Google Chrome and Mozilla Firefox browsers were also installed.

Green's team would have to remediate a handful of infections every month, taking time away from more important projects. Fortunately, attacks only affected individual users' machines. Remediating the issues required Green or one of his team to log in as an administrator and run a full scan with Microsoft System Center

Endpoint Security. However, the scans and remediation lacked sufficient protection against Web browser add-ons and search engine malicious change protection. And the scans reduced system performance for the user while they were being conducted. Green decided that the city needed another layer of protection against malware with less impact to users' systems.

The solution
Malwarebytes Endpoint Security

With 240 machines to manage, Green needed a simpler way to handle malware. He had used Malwarebytes for remediation in the past, but now wanted more. "Our requirements were straightforward," he said. "I wanted something that is easy to deploy and could show me scanning results at a glance. I also wanted the ability to change scanning and protection parameters on a mass scale." After investigating the city's alternatives, Green chose Malwarebytes Endpoint Security.

Malwarebytes Endpoint Security provides a powerful multi-layered defense engineered to defeat the latest, most dangerous malware, including ransomware. It includes Malwarebytes Anti-Malware, AntiExploit, and the Management Console in one comprehensive solution.

Simplifying management

Green deployed the Malwarebytes Management Console on a Windows Server 2012 R2 server and was immediately impressed with its ease of use. "I'd never worked with a centralized management console before," he said. "It's great not having to run batch commands to remote computers. The Management Console saves a lot of time."

It works

"Malwarebytes Endpoint Security complements our existing antivirus solution and gives us excellent malware prevention and removal capabilities," said Green. "Since it was deployed, we've had almost zero malware infections. In fact, I can't remember the last time we experienced a malware-related incident."

Proactive notice

Several employees in the Informatics Department can easily remedy issues with malware infections if they do occur because the Management Console is easy to use. Malwarebytes email reporting features notify the team of a potential problem before the end user even notices any effects.

Now, malware has no place to hide on the City of Westfield's machines. With Malwarebytes, the city can carry on business with confidence that its systems are protected.