

Food for the Hungry stops malware in its tracks

This nonprofit uses Malwarebytes Anti-Malware for Business to detect and stop malware from gobbling valuable time from its mission

INDUSTRY

Nonprofit Organization

BUSINESS CHALLENGE

Stop malware from crippling computers, allowing staff to focus on their mission of fighting poverty and hunger

IT ENVIRONMENT

Infrastructure in more than 20 countries and over 75 offices in the U.S., Asia, Africa, Latin America, and the Caribbean, including a server farm, networks, firewalls, LAN gateways, content filtering, and standard antivirus protection

SOLUTION


1,000 licenses of Malwarebytes Anti-Malware for Business, which includes the Management Console

RESULTS

- Detected and stopped the spread of malware that was undetectable with other tools
- Saved hours and days of time in remediating infected endpoints
- Protected systems, websites, and files with no impact to end users

Business profile

Food for the Hungry (FH) has served the poor around the world since 1971. Today, it serves people with 2,000 staff in more than 20 countries. Through child sponsorship programs and donations, FH works with poor communities to find solutions that increase child survival and improve children's educational opportunities. It helps shelter, feed, and clothe survivors of natural disasters. And the organization works on projects in AIDS/HIV, Ebola relief, children's education, clean water and farming, health emergencies, and helping leaders, families, and churches reach their potential.



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—Kevin Choo, Manager of IT Field Operations,
Food for the Hungry

Business challenge

Security is a global issue, and FH experiences the impact of computer viruses and malware firsthand. Two thousand staff members in more than 20 countries use approximately 1,500 endpoints, which include desktops, laptops, and flash drives. Most applications deployed to employees are web-based because they can be accessed more easily from remote areas where the only connection available might be an Internet café with a shared computer. Kevin Choo is Manager of IT Field Operations for Food for the Hungry. Based in Kampala, Uganda, he supports IT operations and infrastructure for Africa, Asia, Latin America, and the Caribbean.



“We were seeing a lot of malware—viruses, Trojans, and region-specific malware,” he said. “It was especially common on flash drives, which employees use at public libraries, cafés, and other shared computers for Internet access.”

Maintaining and cleaning endpoints in FH’s offices and field sites was challenging. Some locations are more than 10 hours away and accessible only by poor roads. When Choo or another IT team member visit a remote location to perform IT maintenance, they might end up staying anywhere from a few days to two weeks. They often found a wide range of endpoint disfunction due to malware. Some computers had slow performance or reduced functionality. Some users couldn’t open their browsers or get email. Some endpoints wouldn’t even turn on.

IT team members easily spent one-third to half their time simply remediating endpoints during these visits.

“We knew that our antivirus solution was not sufficient by itself,” said Choo. “We needed more powerful protection and remediation against malware.”

The solution

Malwarebytes Anti-Malware

Several members of the IT staff had personally used Malwarebytes for their own systems and were familiar with its capabilities. They liked the fact that it was easy to use and highly effective. Based on their collective experience, the team chose to implement 1,000 licenses of Malwarebytes Anti-Malware for Business.

The Malwarebytes solution protects against zero-hour malware that most other solutions miss. Malwarebytes Anti-Malware for Business is proven to be resource-efficient, preserving endpoint performance while it works. The team rolled out Malwarebytes Anti-Malware for Business globally, with each region responsible for implementing it in its country and local offices. For individual endpoints in locations without access to the Internet, the solution is deployed at the next IT visit to the area.

Better detection

It’s difficult to pinpoint the number of infections employees experienced because of the large distances between locations and extreme remoteness of some users. However, the obvious infections were significant enough to disrupt activities and reduce productivity for FH employees. When Malwarebytes Anti-Malware for Business was deployed, the IT team found that the software was detecting infections that they couldn’t detect before. For IT staff, Malwarebytes eliminated guesswork, accelerated cleanup, and ultimately, improved their ability to serve their users and give them time to focus on the organization’s mission.

“Because our applications are primarily web-based, Malwarebytes’ real-time system, website, and file protection gives us more tools in our kit,” said Choo. “Malwarebytes enables us to catch significantly more malware incidents and infections early, before they spread and create more damage. It saves us a lot of time.”

Real-time, noninvasive protection

FH also considered the footprint of an anti-malware solution on users’ endpoints. With a goal of gaining more protection with less software, the organization had to walk a fine line of deploying more software without compromising the machine’s performance or the user experience. Malwarebytes Anti-Malware for Business works quietly in the background, using minimal computer resources to deliver unmatched protection. Choo said that Malwarebytes also works well with FH’s antivirus solution, and he hasn’t seen any conflicts.

Confidence in our choice of standards

“The benefits of Malwarebytes are huge,” said Choo. “Adding Malwarebytes has strengthened our security for endpoint protection. Our staff are happier to have solid protection, and we have more confidence in our infrastructure standards.”

FH will continue to monitor the performance of Malwarebytes and looks forward to taking advantage of additional functionality and innovation from Malwarebytes in the future. In the meantime, Choo and his team have recommended Malwarebytes to other users and nonprofit organizations. With so few staff covering such a vast geographic area, sometimes an FH IT team member will be the only IT-knowledgeable person in the area, and other nonprofit groups working in proximity will ask for advice. They always recommend Malwarebytes for endpoint protection issues.

“We are a growing organization,” said Choo. “We want the best, most effective tools to protect our staff’s computers and data, and allow them to focus on the work.”

| 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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