

# Hypertherm cuts malware out of the picture

Manufacturing firm improves application performance for its endpoints globally by eliminating malware

## INDUSTRY

Manufacturing

## BUSINESS CHALLENGE

Eliminate disruption and poor application performance due to malware incidents

## IT ENVIRONMENT

One data center with 1500 endpoints deployed globally and Sophos antivirus solution deployed

## SOLUTION


1,500 licenses of Malwarebytes Anti-Malware for Business which, includes the Management Console

## RESULTS

- Reduced cleanup associated with malware infections to less than one hour per week
- Helped eliminate potentially unwanted programs, such as fake virus scans
- Improved application performance for users
- Proactively identified and eliminated recurring malware incidents

## Business profile

Hypertherm is an industry-leading provider of industrial cutting solutions. Founded in 1968, Hypertherm continues to innovate with techniques including oxygen-infused cutting, HyDefinition plasma cutting, Coaxialassist jet, and LongLife technologies. Today, Hypertherm has approximately 1,500 employees and operations around the world.



Malwarebytes is a great product and quickly paid for itself. The flash scans alone are worth the price. Malwarebytes has become an indispensable part of our toolkits.

—Robert Kay, Infrastructure and Operations Leader, Hypertherm

## Business challenge

Maintain performance for endpoints around the world

The company's IT team manages 1,500 company-issued laptops from its Hanover, New Hampshire, headquarters. Development, design, manufacturing, and customer service teams heavily rely on browser-based access to Hypertherm's ERP system to keep business humming. However, when the help desk received reports of poor application performance, potentially unwanted programs (PUPs), and other malware were often the culprits. Users consistently experienced fake antivirus scans, toolbars redirecting traffic, and other forms of malware. The impact on performance ranged from being mildly annoying to completely unable to function. At that time, Hypertherm had a popular antivirus solution installed, but it was not effective enough at remediating malware. In addition, performing scans completely disrupted users' work. They would lose an hour or more of productivity every time their systems had to be scanned. A non-intuitive dashboard also made the product cumbersome to use.



“We needed a better solution for malware,” said Robert Kay, Infrastructure and Operations Leader for Hypertherm. “The new solution had to be able to remove malware without manual intervention or follow-up work. And we wanted a product that is updated frequently. We found it with Malwarebytes Anti-Malware for Business and the Management Console.”

## The solution

Malwarebytes Anti-Malware and Management Console Malwarebytes Anti-Malware for Business protects against zero-hour malware that most other solutions miss. It detects malware on demand when a scan is activated and provides advanced malware removal. Together with the Malwarebytes Management Console, Kay can push installations to all clients on the network, as well as manage endpoints remotely with full visibility.

### Significantly reduced incidents

“When we first deployed Malwarebytes, we found malware everywhere,” said Mr. Kay. “About 25 percent of the company’s endpoints were infected. That’s why we were spending about six hours per week cleaning computers. Now, we might see a handful of infections and we spend less than an hour per week remediating systems.”

Hypertherm also replaced its previous antivirus solution with Sophos, with Malwarebytes providing an extra layer of malware protection. If Sophos isn’t able to remove a piece of malware, Malwarebytes handles it. Kay says that the two solutions work extremely well together.

### Maintaining system performance

“The flash scan feature of Malwarebytes is just awesome,” said Mr. Kay. “We set a flash scan for every day at lunchtime. It only takes two-and-a-half minutes and is practically invisible to users.”

If something shows up on the flash scan, the IT team can then perform a complete scan and remove infections. Meanwhile, systems stay tuned and relatively malware-free.

“Malwarebytes has significantly improved application performance for our users,” said Mr. Kay. “We’ve had far fewer complaints.”

### Central control simplifies everything

The ability to schedule and execute scans remotely has been a boon to the team. It is especially valuable for endpoints located outside the United States. For example, in China, the time difference required IT to ask users to leave their machines on overnight so that they could run scans when the systems weren’t being used. It was a hassle to have to ask users each time, and many users would forget. If the machine was offline, it couldn’t be scanned and the IT team would have to follow up individually with users or possibly interrupt their work with a long scan.

“Now we schedule and perform scans on those systems anytime without impact to the user,” said Mr. Kay. “With a right click, we can clean the system. If the system is offline, Malwarebytes simply performs the scan or cleanup when the system logs in again. The user doesn’t have to do anything.”

### Visibility improves effectiveness

Kay loves the reporting and trend analysis features of the Malwarebytes Management Console. At Hypertherm, users are responsible for administering their systems. Previously, it was almost impossible to identify endpoints that were infected more often than others or pinpoint causes of anomalies.

“With Malwarebytes, we gained visibility into certain systems or groups of users that seemed to become infected more frequently,” said Mr. Kay. “For example, we noticed a trend that every Thursday, malware spiked on the computers associated with manufacturing employees. We were able to trace the source to a trusted industry newsletter that is relevant to our business. Malwarebytes enabled us to identify and remediate the problem.”

Mr. Kay also knows that they can trust Malwarebytes data. When Malwarebytes was initially deployed, the company had one or two specialized applications that triggered false positives. Since those were identified, the team hasn't experienced any false positives. They trust Malwarebytes to find issues before they become full-blown infections.

#### Fast deployment and return on investment

Hypertherm implemented Malwarebytes in just a few days. "Malwarebytes is a great product and quickly paid for itself," said Mr. Kay. "The flash scans alone are worth the price. Malwarebytes has become an indispensable part of our toolkit."

## | About

Malwarebytes is the next-gen cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware, and exploits that escape detection by traditional antivirus solutions. The company's flagship product combines advanced heuristic threat detection with signature-less technologies to detect and stop a cyberattack before damage occurs. More than 10,000 businesses worldwide use, trust, and recommend Malwarebytes. Founded in 2008, the company is headquartered in California, with offices in Europe and Asia, and a global team of threat researchers and security experts.



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