

Langdale puts an end to malware firefighting

Protects against ransomware while regaining staff productivity

INDUSTRY

Forestry

BUSINESS CHALLENGE

Remove malware, protect against ransomware, and increase resource efficiency

IT ENVIRONMENT

Trend Micro antivirus, Symantec Endpoint antivirus, firewalls, web content filtering

SOLUTION


Malwarebytes Endpoint Security

RESULTS

- Cleaned up company-wide malware infections
- Reduced new malware infections almost to zero
- Prevented new ransomware attacks
- Redirected IT team to more important projects

Business profile

Founded in 1894, Langdale Industries is a family-owned business that has grown to provide a diverse range of forest products. The holding company oversees 23 affiliates, 90 percent of which are supported by an IT team located at headquarters in Valdosta, Georgia.



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—Robert Elworthy, Assistant Director of IT,
Langdale Industries

Business challenge

Stop the malware madness

It seemed like every time Robert Elworthy, Assistant Director of IT for Langdale Industries, turned around, a serious case of malware had sprouted among the company's endpoints. With at least three cases per week, the IT team was increasingly bogged down investigating and cleaning users' machines.

"We got Trojans, adware, spyware, and ransomware," said Elworthy. "The antivirus solutions weren't catching any of it. I knew it was out there on users' machines, but we didn't know exactly where unless someone called to complain about their system 'just crawling'"

Depending on the infection, it could take the team eight working hours or more to find and remediate the culprit. Basic adware was relatively quick to fix, but email-attached malware, PC Optimizer, and rootkits were difficult to find and remove. The IT team would throw everything they had at an infection, resorting to manual intervention when necessary. The final straw came with a ransomware attack that encrypted shared files on two servers.

"The ransomware shut down those servers for two days," Elworthy said. "It took our entire staff to retrieve backups, investigate how



far the encryption had spread, and do forensics. It was very frustrating, and that was the final straw for me.”

Looking for more than an antivirus, the Langdale team evaluated Kaspersky, BitDefender, and Malwarebytes. The first two alternatives did little more than find viruses. Several members of the team had prior experience with Malwarebytes, and after a short proof of concept, it proved to be the best solution by far.

The solution

Malwarebytes Endpoint Security

Langdale deployed Malwarebytes Endpoint Security and the Management Console, initially pushing out the client solution to all of the computers at headquarters. Elworthy also deployed an instance of the Management Console at a remote location that lacks high-speed network connections. After the initial deployment, he pushed client software out to nearby affiliate companies through Active Directory and also installed it manually in locations with only four or five systems.

“Within a week I had all of the initial systems cleaned up,” Elworthy said. “Malwarebytes gives me another layer of defense that I can trust.”

Down to almost zero

With visibility into all of the systems covered by Malwarebytes, Elworthy found that 90 percent of the malware caught came from web surfing. Once users click on an ad or tempting news article, malicious software is often installed on their computers. Keeping systems updated and clean has reduced malware infections to almost zero.

“Malwarebytes does exactly what it says it does,” Elworthy said. “We’ve never had a problem with it. It’s a solid, well-crafted piece of software, and the company does a really good job of updating the definitions.”

A great business partnership

Elworthy says that his experience with the Malwarebytes sales and support teams has been great. In addition to being professional and very helpful, he said that he feels like they have a partner on the team that really understands malware and the headaches that go with it.

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Real value

When Elworthy’s team was spending an ever-increasing amount of time taking malware off machines, it quickly became clear that the company would save money by deploying a solution that kept it off in the first place. With Malwarebytes, he gained back manpower that had been used for fighting fires that kept popping back up.

“Now I can take employees who were bogged down with malware cleanup and put them on other tasks,” Elworthy said. “And the additional peace of mind made the decision a no-brainer.”




Next steps

In early 2017, Elworthy will deploy Malwarebytes across all of the company’s systems and centralize management.

“Malwarebytes does a good job of boosting our frontline protection while enabling us to prepare for things that do get through,” he said. “I’m very satisfied with the company.”

| 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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