malwarebytes

HornerXpress keeps business running swimmingly

Malwarebytes automates endpoint protection to increase user productivity

INDUSTRY
Retail distribution

BUSINESS CHALLENGE
Maintain high user productivity and excellent relationships with customers

IT ENVIRONMENT
Kaspersky antivirus, layered enterprise protection

SOLUTION
Malwarebytes Endpoint Protection, Malwarebytes Endpoint Security

RESULTS
- Eliminated user downtime due to slow systems from malware infections
- Regained IT productivity to focus on strategic projects
- Ensured full-time, automatic endpoint protection for all machines in all environments

Business profile

HornerXpress is the premier independent distributor of swimming pool equipment to pool and spa professionals in Florida. Headquartered in Fort Lauderdale, HornerXpress has offices across Florida and in New York that deliver pool maintenance products, hardscaping, tile, and outdoor furniture as well as marketing assistance, product education, and showroom access for its dealers. As malware began to impact user productivity, the company chose Malwarebytes to reduce risk and keep business running full-steam ahead.

> "
> Having Malwarebytes Endpoint Protection and Endpoint Security is the best of both worlds. I can log in from anywhere, automate tasks, or make manual changes. Now my time is dedicated to working on other things, and I know that our users are protected.
>
> — Martin Mash, Systems Administrator, HornerXpress

Business challenge
Treading water

HornerXpress employees work hard to maintain the company's excellent relationships with its suppliers and customers. They're a valuable source of pool expertise, as well as marketing assistance to swimming pool contractors, service professionals, and specialty retailers. So when PC performance slowed, so did everything else. When malware infected machines and significantly affected performance, employees would call the IT team for help.

"We found that drive-by downloads, Potentially Unwanted Programs (PUPs), and other pieces of adware and spyware were on their systems without them realizing it," said Martin Mash, Systems Administrator for HornerXpress. "We run Kaspersky Security Center 10 on our systems, but it was not catching malware."

Mash knew that even if people didn't complain, it was likely that malware was hiding on their systems. But he had no way of knowing for certain, especially for users in remote locations. Although the company asked users to scan their machines regularly, few did. In some cases, a user hadn't run a scan in 700 days. It was clear that HornerXpress needed another layer of security.

The solution
Malwarebytes Endpoint Protection
"When we decided to add another layer of protection, we wanted a solution that didn't require users to do anything," said Mash. "It had to run and automatically update itself so that we don't have to worry if they have scanned their machines or not."

HornerXpress decided to add a layer of security with Malwarebytes Endpoint Protection in the central office and Malwarebytes Endpoint Security in remote locations. After working with the console for a day or two, Mash had rolled out the solution company-wide.

A real time-saver
"Malwarebytes is a real time-saver," said Mash. "I don't have to touch it, users don't have to do anything, and I can run scans automatically after hours so it doesn't affect their production. Malwarebytes stops things before they actually come in, notifies us, and cleans it up."

Since deploying Malwarebytes, Mash hasn't had to re-image any malware-infected machines or remove ransomware. If a user tries to go to an infected site, Malwarebytes blocks access, preventing them from being infected unknowingly.

Simple to use
"The biggest benefit of Malwarebytes for me is ease of use," said Mash. "I'm a one-person team, but Malwarebytes handles all of the nightly and weekly scanning, so I don't have to do it manually. I don't have to worry about updates. As long as machines are on, Malwarebytes runs according to the policies I set."

It's also easy to manage all locations from the cloud console. Mash can check on remote systems from anywhere without having to log into the office server. Malwarebytes alerts go directly to an Outlook folder so that he can save them for future reference, but he can instantly see everything—alerts, quarantines, updates, and unprotected systems—right in the console.

Everything goes swimmingly
In the past, a slow machine meant that Mash had to stop what he was doing, scan it, remove whatever the scan found, reboot the system, and rescan it. Neither he nor the user could do anything else during this time, which could be several hours. That's all changed.

"Having Malwarebytes Endpoint Protection and Endpoint Security is the best of both worlds," said Mash. "I can log in from anywhere, automate tasks, or make manual changes. Now my time is dedicated to working on other things, and I know that our users are protected."