

CentraArchy Restaurants serves up a heaping plate of anti-malware protection

Malwarebytes stops threats while delivering instant, nondisruptive visibility

Business profile

CentraArchy Restaurants opened its first location in Columbia, South Carolina in 1984. Today, the company owns nine brands comprised of 19 unique restaurants throughout the Southeast U.S. Its menus focus on high-quality, fresh ingredients, and house-made items that appeal to both casual and fine-dining guests. When malware began infecting managers' systems and slowing access to critical applications, CentraArchy turned to Malwarebytes for a hearty serving of protection.

Business challenge

Finding the right recipe for protection

CentraArchy restaurant managers rely on PCs for email, access to cloud-based hospitality applications, reports, and communication with headquarters. They prefer to handle routine office work quickly so that they can spend more time on the restaurant floor helping their teams deliver an outstanding guest experience.

Even with Avast, Microsoft Security Essentials, and Symantec antivirus products installed, users were receiving an increasingly number of phishing emails with malicious URLs, browser highjacks, PUPs, and exploits. Sometimes the antivirus solutions conflicted and wouldn't work. Worse, the IT team wasn't being notified of possible infections until managers called to report odd system behaviors or unusable PCs.

"Once we suspected a malware infection, I had to set up a remote access session to find out exactly what was happening on a specific system," said Fred Schilling, IT Department Head for CentraArchy Restaurants. "With 19 restaurants and our home office to check, finding and remediating malware was time consuming and inefficient."

OVERVIEW

INDUSTRY

Hospitality

BUSINESS CHALLENGE

Improve and simplify endpoint protection

IT ENVIRONMENT

Windows Defender, Bomgar Secure Remote Access, firewalls

SOLUTION

Malwarebytes Endpoint Protection

RESULTS

Removed malware and artifacts from PCs that other solutions had missed

Centralized visibility into all endpoints from a single console, saving time and increasing accuracy

Eliminated malware-related user downtime and process disruption



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FRED SCHILLING, IT DEPARTMENT HEAD,
CENTRAARCHY RESTAURANTS

The solution

Malwarebytes Endpoint Protection

Schilling's primary objective was to increase protection and streamline endpoint security management. He was familiar with Malwarebytes and began learning more about its capabilities. He and his team conducted a proof of concept with BitDefender, Malwarebytes, and Symantec to identify the best solution for CentraArchy.

"Malwarebytes' ability to protect against malware, ransomware, Trojans, zero-day exploits, PUPs, and spyware surpassed the other solutions we considered," said Schilling. "Centralized management and real-time data put it over the top and made the decision a no-brainer."

CentraArchy chose cloud-based Malwarebytes Endpoint Protection to replace its other antivirus solutions. The company deployed it on PCs and point-of-sale (POS) servers using the Malwarebytes cloud deployment tool. Malwarebytes' multi-vector protection uses both static and dynamic detection techniques to identify and quarantine threats across the entire attack chain. Schilling can then review quarantined items or have Malwarebytes remediate them automatically.

"Malwarebytes integrated remediation is a big bonus," said Schilling. "The fact that it's included means that I don't need to find another product for remediation. It checks all of the boxes for us."

Total removal

Upon deployment, Schilling was surprised at the amount of malware that the other solutions had missed and was still lurking on systems. The Malwarebytes linking engine also found threat artifacts that had infected aspects of PC operating systems.

"I thought our PCs were cleaner than they actually were," he said. "Malwarebytes is more effective than anything else I had seen, and it has been very helpful in getting our systems to where they need to be."

Since deployment, Malwarebytes stops the PUPs that had previously caused computer slowdowns. It also has quarantined adware, malware, Trojans, and several

instances of ransomware—preventing all of them from infecting systems.

Immediate insight

The Malwarebytes cloud console gives Schilling centralized policy management and consolidated threat visibility across all endpoints. He no longer has to access individual systems remotely to troubleshoot malware, and the Malwarebytes asset management capability provides instant information about systems, status, and software.

"At any given moment, I can generate a report with real-time data on our end points," said Schilling. "In our constantly changing environment, it's made operations more efficient. Malwarebytes also automatically sends me weekly reports so I can see summaries of the week's threat activity. It's a nice feature."

A plus for compliance

Malwarebytes on the company's POS servers provides a second line of defense in protecting cardholder and employee data. Although CentraArchy's POS network is locked down without access to most of the web, if a threat managed to get through to a server, Malwarebytes would detect it.

"We comply with the Payment Card Industry Data Security Standard (PCI DSS)," said Schilling. "With credit card information and employee data passing through those servers, Malwarebytes gives us extra assurance. It works fantastic."

Business as usual

In the past, if a manager called with a malware-related problem, Schilling had to wait until after the restaurant closed to scan the system. He started a series of scans at midnight, and scans required anywhere from four hours to eight hours to complete. He would check scan results early in the morning to identify and resolve issues before the manager arrived at the restaurant.

"I can scan a system with Malwarebytes at any time without disrupting the user," said Schilling. "Malwarebytes uses very few system resources, and users have seen a positive difference in their PCs' performance."



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Malwarebytes is a cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against malicious threats, including ransomware, that traditional antivirus solutions miss. The company's flagship product uses signature-less technologies to detect and stop a cyberattack before damage occurs. Learn more at www.malwarebytes.com.