

# Optimus Systems delivers trusted desktop security services as a Malwarebytes Managed Services Provider

Malwarebytes effectively eliminates malware infections and downtime for customers

## Business profile

Headquartered in Auckland, Optimus Systems provides managed IT, cloud, and communications services to small and medium-sized businesses across New Zealand. Security is a primary focus for Optimus. When the Malwarebytes MSP program became available, they joined to provide customers with exceptional protection against malware, ransomware, and emerging threats.

## Business challenge

### Insisting on leading-edge protection

The majority of Optimus customers are construction and professional services organizations. Downtime can cripple revenue-generating projects and services.

“We place customers’ needs before everything else,” said Marek Drummond, Managing Director of Optimus. “Security is a huge focus for us, because if a customer is attacked, the amount of downtime, chaos, and remediation costs are detrimental to their businesses. It’s our job to make sure that an attack does not succeed.”

In the past, when ransomware or malware infections hit a customer’s business, Optimus needed its entire IT team to isolate affected systems and disconnect networks. Remediation was a long, methodical process, which included ensuring the network itself was clean before bringing everything back online. The Optimus team and customer were affected for a full day or longer.

“We’re insistent on prevention, and we layer our security measures accordingly,” said Drummond. “We began looking for a better solution to protect our customers’ endpoints.”

## OVERVIEW

### INDUSTRY

Managed IT services

### BUSINESS CHALLENGE

Prevent cyber infections and associated disruption

### SOLUTION

Malwarebytes Endpoint Protection

### RESULTS

Eliminated malware infections and associated downtime for customers

Reduced cost of downtime for customers and lowered internal operations costs

Increased customer confidence in managed services delivered

Gained seamless integration with existing IT management and monitoring platform



THANKS TO THE MALWAREBYTES MSP PROGRAM, WE HAVE THIS HIGH-QUALITY PRODUCT IN OUR STACK. IT’S A GREAT ADDITION, AND I HAVE CONFIDENCE THAT CUSTOMERS’ SYSTEMS ARE PROTECTED.

MAREK DRUMMOND, MANAGING DIRECTOR,  
OPTIMUS SYSTEMS

## The solution

### Malwarebytes Endpoint Protection

Optimus engineers continuously evaluate new products to provide customers with best-of-breed solutions. Drummond and his team were familiar with Malwarebytes and had used it as part of their remediation toolkit for years. When the Malwarebytes MSP program was launched, it gave Optimus the service provider platform it needed to deploy Malwarebytes leading-edge protection to its customers.

“We’ve tested lots of different products,” said Drummond. “Malwarebytes has stood up to every test we’ve thrown at it. The MSP program enabled us to make it part of our security offering to better protect our customers.”

Malwarebytes Endpoint Protection is the key element of the Optimus Total Desktop Security service stack, which runs on all customers’ desktops. Malwarebytes multi-vector protection addresses advanced threats that utilize multiple attack vectors and techniques. Integrated remediation capabilities enable the Optimus team to immediately respond if an infection does occur. Optimus integrated Malwarebytes with its Kaseya IT management and monitoring solution, enabling the team to easily deploy and manage Malwarebytes from the network operations center.

### Confidence 10, threats 0

With Malwarebytes blocking and cleaning up threats, Optimus teams no longer have to work around the clock to remove threats or restore customer systems. Incidents involving malware infections have dropped to zero.

The engineering team finds Malwarebytes easy to deploy and manage. Customer machines that check in with other Optimus systems but don’t check into the

Malwarebytes cloud are instantly identified. Reports and alerts notify the team if a system is scanned and malware detected. They have the information they need to immediately follow up with any system.

“Thanks to the Malwarebytes MSP program, we have this high-quality product in our stack,” said Drummond. “It’s a great addition, and I have confidence that customers’ systems are protected.”

### Lower costs for everyone

Drummond said that Malwarebytes reduced their costs because it reduces infections. When a customer system was infected, Optimus had to commit engineering time to sort out what happened and restore systems. With Malwarebytes, systems are not becoming infected. Optimus doesn’t have to pay its engineers to spend time cleaning machines. Instead, they can focus on new revenue-generating projects and assisting customers.

“With Malwarebytes, customers are not incurring downtime costs,” said Drummond. “It reduces costs for us and for customers, which is a huge positive.”

### Positive customer experience

Adding Malwarebytes to its Total Desktop Security stack is just one more way that Optimus continues to put customers’ needs first. With a trusted security solution, customers don’t have to think about security because it’s handled for them. They can focus on their work in a secure, stable environment.

“We’re confident that we’re delivering a service that keeps customers protected,” said Drummond, “and customers have confidence in us because they’re no longer getting malware infections. Adding Malwarebytes gives us the peace of mind, knowing that customers are safe.”



[malwarebytes.com/business](https://malwarebytes.com/business)



[corporate-sales@malwarebytes.com](mailto:corporate-sales@malwarebytes.com)



1.800.520.2796

Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware and exploits that escape detection by traditional antivirus solutions. Malwarebytes completely replaces antivirus with artificial intelligence-powered technology that stops cyberattacks before they can compromise home computers and business endpoints. Learn more at [www.malwarebytes.com](https://www.malwarebytes.com).