# Malwarebytes

# Campbell County Public Schools
## teach malware a lesson

Malwarebytes packs a punch with cloud-based protection and ease of use

## Business profile

Campbell County Public Schools is comprised of
13 schools and a technical education center located in
central Virginia. The school system's mission is to provide
a world-class education that enables every student to
choose and pursue any post-K12 endeavor. When the IT
team needed better protection for schools' endpoints,
they turned to Malwarebytes.

## Business challenge

### Seeking 21st-century protection

Campbell County Public Schools serve 7,700 students
from pre-K through grade 12. Approximately 1,500
teachers and staff support the schools' goal to deliver
a superb education. The Instructional Technology team
is indispensable to ensuring that teachers and students
can use technology as a natural extension of the learning
process. It has to work without disruption or problems.
The school system's network and endpoints operate
on Windows, with Google email for each student and
staff member.

"Our number-one job is to protect student and employee
data," said Mark Slusher, Director of Instructional
Technology for Campbell County Public Schools. "We
comply with state and federal regulatory requirements,
but we needed a more robust solution to proactively
defend our network and endpoints."

The school system had used Kaspersky antivirus for
several years. With each update, the team had to manually
create installation packages to push it to endpoints.
With each license renewal, the team had to re-install
new software on all machines. Even with an automatic
software distribution solution, there were always issues
that required dispatching a technician. Worse, when
instructional software or browsers were updated, there
were conflicts with the Kaspersky antivirus. Finally, when
ransomware bypassed the antivirus solution, it was time
for a change.

### OVERVIEW

**INDUSTRY**
Education

**BUSINESS CHALLENGE**
Simplify endpoint protection deployment and
management while improving protection

**IT ENVIRONMENT**
Microsoft Defender, layered security infrastructure

**SOLUTION**
Malwarebytes Endpoint Protection, Malwarebytes
Premium Support Services

**RESULTS**
Saved hours of IT time in endpoint deployment
and updates

Stopped adware, malware, malicious websites, and
ransomware from compromising systems

Gained critical data and visibility to support
decision making

Eliminated teacher and student frustration due to
problems with security software updates

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> TECHNOLOGY, CAMPBELL COUNTY PUBLIC SCHOOLS

"We needed a 21st-century solution that gave us better protection, visibility, and productivity," said Slusher. "We wanted a cloud-based solution, so we began looking at a variety of available products."

## The solution

### Malwarebytes Endpoint Protection

Campbell County Public Schools' IT team looked at Windows Defender and Cylance, but both posed financial or implementation challenges for the schools' environment. Slusher and Clint Hunter, the team's Network Administrator, had past experience using Malwarebytes to clean infected machines.

"Malwarebytes Endpoint Protection rose to the top of our choices," said Slusher. "We conducted a short pilot to make sure that everything worked as we wanted and then replaced Kaspersky with Malwarebytes."

Malwarebytes Endpoint Protection is deployed on all endpoints and the school system's Windows servers. Implementation went smoothly. The school system also chose Malwarebytes Premium Support Services, which provides a designated Technical Account Manager, Customer Support Engineer, and around-the-clock support services as needed.

"We especially liked Malwarebytes' threat intelligence and research methodology," said Hunter. "Malwarebytes ongoing research gives us an edge in keeping up to date with threats out in the world. It's very progressive and resonated with us more than approaches other competitors take."

### Proactive protection saves time

Malwarebytes Endpoint Protection simplified endpoint protection deployment and management. Updates are automatically delivered from the cloud via a unified endpoint agent, eliminating the need to dispatch technicians to handle problems. Malwarebytes has saved hours of time for the team, as well as reduced the gasoline, vehicle costs, and risk of automobile accident that accompanied every trip across the county to fix a system.

"Malwarebytes dramatically reduced the man-hours needed to deploy and update protection," said Hunter. "Problems with creating deployment packages have disappeared. We can focus our efforts in a more purposeful manner."

Since deployment, the school system has not seen any more ransomware. Malwarebytes has blocked adware, malware, and malicious websites. When the help desk received calls from users asking why certain websites were blocked, the IT team investigated. In each instance when Malwarebytes blocked a site, it legitimately needed to be blocked.

"We want to be as proactive as possible," said Slusher. "Malwarebytes is easy for our team to use and gives us the power and punch of having a larger staff."

### Smooth operation facilitates learning

Malwarebytes not only eliminated the need to dispatch technicians for each update, it helped eliminate teacher and student frustration. When a problem disrupts a 45-minute classroom session, teachers lose valuable instructional time. Repeated problems over time caused frustration to build.

"Our purpose is to ensure everything functions properly," said Hunter. "There shouldn't be any thought about why something works or doesn't work. The real time gained from eliminating issues and frustration is significant."

### Visibility increases understanding

Malwarebytes reports were eye opening for the schools' superintendent and senior staff. When they realized that Campbell County schools were under constant attack, they quickly understood how well the IT team was doing its job and the importance of other proposed security measures.

"The Malwarebytes dashboard information and reports have been invaluable for justifying decisions," said Slusher. "Malwarebytes gives us peace of mind and does the job we ask it to do. We want to stand as tall as we can with the resources we have, and Malwarebytes has definitely helped."

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