Challenges

IT Manager, Erick Chng, is responsible for the security posture of Kee Song, a fast-growing food producer processing over 25,000 chickens daily and serving the most celebrated restaurants and hotels in Singapore. With the addition of online ecommerce, Chng faced new security risks in key departments including Finance, Customer Service and Operations.

- **Traditional reactive anti-virus solutions** did not adequately protect against ransomware, phishing and advanced cyber threats
- **Inability to prevent ransomware attacks** spreading within the company
- **Lack of visibility or detection** for infected endpoints
- **Unacceptable slow reporting time**, often taking weeks or months
- **Low server performance** with scanning leading to unacceptable long latencies

Chng urgently requested the company replace the three legacy solutions and select a new cybersecurity partner that Kee Song could rely upon for safe, robust operations.

Reasons for Choosing Malwarebytes

Chng had three important criteria against which he evaluated the leading security solutions:

- **Fast detection and prevention of malware**: Malwarebytes had industry awards citing fast detection and prevention of ransomware, phishing, zero-day, and newer attacks.
- **Robust remediation**: Malwarebytes included automated Linking Engine remediation
- **Continuous innovation**: Malwarebytes invests in proactive AI and ML, Linking Engine remediation that removes threat artifacts linked with the primary payload, and multi-vector protection.

After Malwarebytes was up and running, the solution reported in under 48 hours that 90% of polled endpoints were infected. Remediation was so quick the infection stopped spreading. The scary part was that traditional anti-virus solutions previously deployed didn’t pick this up.

Erick Chng, IT Manager, Kee Song
How Malwarebytes Solved the Problem

- **Detected infections in 90% of target endpoints** that three previous solutions missed
- **Threat reporting in < 48 hours as opposed to months**, if ever, with previous solutions
- **Remediation immediately stopped the spread** of commerce-threating infections
- **100% visibility across all endpoints** including mobile platforms
- **Secured high-risk departments**: finance, customer service, and operations