

Miken Technologies | MSP

# Effective, fast endpoint protection retains happy customers



**Relieves resources** by eliminating time consuming remediations



**Effective protection** preserves Miken's high standard of service



**Streamlined management** with OneView dashboard

## OVERVIEW

### CUSTOMER

**Miken Technologies**

100 customers  
3,000 total endpoints

### INDUSTRY

Managed Service Provider

### SOLUTION

Malwarebytes Endpoint Protection

## Challenges

For more than 30 years, Miken Technologies has been providing customers with an award-winning portfolio of information technology products and services. When it comes to securing users' machines, however, the company's previous solution, Symantec, wasn't providing adequate protection.

Jarod Smothers, Technical Consultant at Miken, estimates that 90 percent of their helpdesk calls were related to malware that Symantec was allowing to infect the endpoint. "We were regularly fielding a high volume of customer issues about malware getting on endpoints, and it was consuming a lot of our time to clean up the infected machines," said Smothers.

- ▶ **Inadequate protection** against spyware, malware, and other endpoint threats.
- ▶ **Time-consuming remediations** that comprised 90 percent of helpdesk calls.
- ▶ **High risk of customer turnover** due to endpoint problems that interrupted employee work.

## Reasons for Choosing Malwarebytes

Miken's technicians were using Malwarebytes to help with endpoint remediation efforts. Smothers saw how well the product worked, so he decided to install the endpoint protection solution for their customer who had the most frequent endpoint issues.

"Once we installed Malwarebytes at our largest customer, their helpdesk calls just stopped overnight. It was a clear indicator of how well



*I'm always testing other endpoint security products. There's nothing at the level of Malwarebytes for providing great protection while not eating up resources. The product is lightweight and preserves the employees' good PC experience.*

Jarod Smothers, Technical Consultant, Miken Technologies

Malwarebytes works,” said Smothers. With this success Miken decided to partner with Malwarebytes as their go-to endpoint protection solution for following reasons:

- ▶ **Effective protection:** Malwarebytes uses multiple detection techniques, providing Miken’s clients with strong protection against the latest threats.
- ▶ **Lightweight solution:** Malwarebytes keeps the endpoints running smoothly, so user PC experience is not negatively impacted.
- ▶ **Alleviates staff resource constraints:** Malwarebytes removes the need for Miken technicians to manage time-consuming helpdesk calls and endpoint remediations.

## How Malwarebytes Solved the Problem

Partnering with Malwarebytes to protect their client’s endpoints makes it possible for Miken to go forward with the promise of quality. “Malwarebytes lets us provide our customers with the highest quality protection and service levels,” said Smothers.

The Malwarebytes OneView dashboard provides Miken with a clear picture their customers’ endpoint security posture. They can quickly see virus trends and how things are going at each of their customer sites. Plus, the dashboard’s asset reporting makes it possible for Miken’s technicians to investigate a wide range of customer inquiries about their endpoints.

- ▶ **Strong profitability:** “Malwarebytes is by far the most profitable solution we’ve adopted, because it just runs. We collect our money each month without requiring our staff resources,” said Smothers.
- ▶ **Saves management time and resources:** “The OneView console shows us so much helpful information about our customers’ endpoints, including applications that should run at startup and asset management details. It’s really helps our team troubleshoot general endpoint items,” said Smothers.
- ▶ **Customer confidence in their endpoint security posture:** “OneView helps us be transparent with our clients to show them that they’re protected. We can give our customers regular reports for their audit needs, and they can even log in to see their endpoint scans and all the things that Malwarebytes is stopping from entering their network,” said Smothers.



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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](https://www.malwarebytes.com).