

McMinn County School District

“...an almost instantaneous, drastic reduction of malware.”



Emotet infections
down to zero



Up to 4 hours/day
of onsite helpdesk
visits eliminated



**Automation and
remote admin**
deliver huge
time savings

Challenges

When emails bearing Emotet hit the network and began spreading like wildfire, the team at McMinn County knew they needed something more than Microsoft Defender to contain the outbreak.

- ▶ **Keeping the devices of 5,500 students and 800 staffers** up and running at all times.
- ▶ **Eliminating email-borne malware** that not only infects the network but also impacts its performance.
- ▶ **Monitoring Internet usage** and controlling access to places people shouldn't go.

When the outbreak hit, Darren and the team from McMinn County contacted the Malwarebytes support team for a rapid rollout. Once Malwarebytes was installed and scan schedules set, the outbreak was curtailed almost instantly.

Reasons for Choosing Malwarebytes

Prior to deploying Malwarebytes Endpoint Protection, Darren's team spent as much as 4 hours a day for onsite helpdesk visits to remediate the Emotet attack. At up to 1 hour per visit, that's a big productivity drain. Malwarebytes automation and remote control capabilities freed the team to take care of other important issues.

- ▶ **Efficient:** A time-saving solution — schedule remediation and force scans with the click of a button on the cloud console.
- ▶ **Effective:** Slashed the rate of infection to near zero even when Emotet was mutating.
- ▶ **Supportive:** Quick-start assistance for the rollout, constant contact, and fast resolution of any issues made for a “fantastic support” experience.

OVERVIEW

CUSTOMER

**McMinn County
School District**
Athens, Tennessee

Administrative Office
supports 9 schools

6,000 endpoints

INDUSTRY

Education

IT ENVIRONMENT

Displaced Product:

Microsoft Defender (disabled after Malwarebytes installation)

Integrations: Malwarebytes was easily deployed using the district's MDM server and FileWave. No conflicts were noted.

SOLUTION

Malwarebytes Endpoint Protection

How Malwarebytes Solved the Problem

Emotet infiltrated and attacked the district's global email database, sending thousands of bogus messages across the network. Via Malwarebytes' intuitive cloud console and dashboard, Darren could keep an eye on what users were doing and which devices were hit — and remediate with the click of a button.

- ▶ **Multi-layered protection**, including static and dynamic detection techniques, protects against all stages of an attack.
- ▶ **Continuous monitoring and visibility** into Windows desktops provides actionable insights and enables IT admins to easily track file system, network, process, and registry activities.
- ▶ **Fewer trouble-tickets, fewer complaints about performance:** with malware issues eliminated, the network crashes less often — and the team has more time for more productive efforts.



After installation we saw an almost instantaneous, drastic reduction in malicious hits. We've gone from 2 to 4 hours per day for on-site helpdesk visits for malware & virus related tickets, to zero. Remediation is automated and done remotely, and our trouble-tickets are no longer concerning network sluggishness caused by Internet junk.

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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.