Malwarebytes

Citrus County

Superior customer support retains longtime customer

Cloud architecture
frees resources and management time

Excellent support
gains loyal, longtime customer

Effective protection
provides peace of mind

OVERVIEW

CUSTOMER
Citrus County Tax Collector
100 endpoints

INDUSTRY
Government

SOLUTION
Malwarebytes Endpoint Protection

Challenges

Citrus County Tax Collector had straightforward expectations of their previous endpoint security vendor: the product should run smoothly, and support should be excellent when there's an issue. Unfortunately, that wasn't the case. The agency's traditional antivirus product was hogging desktop memory, it was ineffective, and it wasn't user friendly.

Even worse, when Ross Storey, Director of IT, needed help with product issues, he received poor quality of support. "Support was outside of the US and had excessive time delays in getting back me. Then, I would receive a support ticket and had to wait days for a resolution," said Storey.

▸ **Subpar technical support** took days to speak to a person and resolve an issue.

▸ **Traditional antivirus was hogging resources** and slowing down employee work.

▸ **Exception policies didn't work** and were consistently quarantining valid, custom code on the company's systems.

At the end of the product's license, Storey knew it was time to partner with a new vendor that the agency could rely upon for solid protection and excellent service.

Reasons for Choosing Malwarebytes

Storey defined the agency's criteria for a new solution. The top requirement was that it needed to be a lightweight, cloud-based solution so that IT could eliminate managing an on-premises server. As Storey embarked on his vendor evaluation, Malwarebytes rose to the top of his

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I chose Malwarebytes because of their effective protection and cloud architecture. I've stayed with them for years because of their responsive support. It's so nice to contact a US-based team in my time zone and receive excellent, real-time help that resolves my issue at the end of my call.

Ross Storey, Director of IT,
Citrus County Tax Collector

selection list for the following reasons:

▶ **Cloud architecture:** Cloud-based solution that offloads requirement for an on-premises server and provides visibility into the agency's endpoints.

▶ **Ease of use:** Intuitive user interface that makes it easy for technical staff to manage the solution and enables non-technical, helpdesk team members to support day-to-day inquiries.

▶ **Lightweight agent:** Malwarebytes uses minimal processing power to run invisibly in the background, without impacting employee activity on the endpoint.

How Malwarebytes Solved the Problem

With Malwarebytes running in the cloud, Storey freed up time and resources that were required from his previous server-based solution. After running the first network-wide scan, Malwarebytes detected an average of 10 infections on each computer, which included malware that had made unauthorized registry key and other system changes. The solution's strong effectiveness with multiple detection techniques gave Storey the assurance he needed for knowing his endpoints and users were safe.

▶ **Excellent support** provided fast, responsive answers that quickly resolved issues.

▶ **Detected malware that made unauthorized system changes** on agency-wide endpoints.

▶ **Simplified management with the cloud console** made it simple to share daily management with other team members and create exception policies that ensured goodware did not get quarantined.

▶ **Web protection** prevented employee access to malicious websites.

The excellent support Storey receives from Malwarebytes has kept him as a longtime customer. "I've stayed with Malwarebytes for years because of their responsive support. It's so nice to contact a US-based team in my time zone and receive excellent, real-time help that resolves my issue at the end of my call," said Storey.

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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.