

# DeSoto ISD places malware in detention

School district stops, quarantines, and eliminates malware with Malwarebytes

## Business profile

The DeSoto Independent School District (ISD) is a suburban district 15 miles south of Dallas, Texas. The district serves more than 9,800 students across 12 campuses. With more than 2,500 teacher, administrator, staff, and lab computers, the IT team was spending more and more time remediating malware infections. DeSoto ISD stopped malware-related problems with Malwarebytes.

## Business challenge

### Doing more with less

When Robert Torres joined DeSoto ISD as Director of Technology, his role was to expand the department and its capabilities. However, he and his team of technicians were receiving multiple calls per day from teachers and administrators about slow computers and odd system behaviors. The district used Trend Micro as its antivirus product, but it was missing a large number of malware threats.

“We did not feel that the old antivirus was very effective,” said Mr. Torres. “We tried to scan systems remotely, but technicians ended up having to travel across the district to visit the computer and run manual scans. When it began happening several times a day, it consumed a lot of their valuable time.”

Phishing schemes were a primary source of malware. Users would receive an email containing a malicious link, click on the link, and infect their systems. Technicians found all kinds of malware on systems, some of which spread to system directories and continuously replicated, even after the machine was cleaned. It was time for a change.

## OVERVIEW

### INDUSTRY

Education

### BUSINESS CHALLENGE

Reduce the amount of IT time spent cleaning and remediating malware infections

### IT ENVIRONMENT

Firewalls, layered security

### SOLUTION

Malwarebytes Endpoint Protection

### RESULTS

Reduced malware-related support calls to zero

Regained hours of time for technicians

Gained deep visibility into endpoints and types of malware targeting the district



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ROBERT TORRES, DIRECTOR OF TECHNOLOGY,  
DESOTO ISD

## The solution

### Malwarebytes Endpoint Protection

“We were being bombarded and were spread thin, so we had to move quickly,” said Mr. Torres. “As we looked for options, Malwarebytes was recommended.”

Mr. Torres and his team wanted an effective solution with a centralized console to manage systems and monitor threats without having to travel in person to each machine. They also wanted a simple, user-friendly solution that was easy to deploy. They briefly considered several solutions, but then turned to Malwarebytes Endpoint Protection. The team was used to working with cloud-based solutions and wanted to avoid having to deploy servers or hardware. After a short trial of Malwarebytes Endpoint Protection, Mr. Torres said the decision was easy.

“The Malwarebytes console interface was clean and user-friendly,” said Mr. Torres. “We could see the systems and what was going on. I knew that Malwarebytes was the right solution for us. We deployed it ourselves, and it went very smoothly.”

### Bombardment stopped

Immediately the DeSoto ISD team saw improvements in endpoint health. They stopped receiving calls related to malware, and technicians no longer had to travel to manually scan and remediate systems. The cloud console also provided visibility into stubborn malware that had hidden in system directories. Malwarebytes detects malware, quarantines it, and removes it while notifying the team. Mr. Torres tracks alerts to monitor the volume and specific types of malware targeting the school district.

“Calls from teachers and staff have gone to pretty much zero,” said Mr. Torres. “Malwarebytes works in the background to stop malware without affecting users. We always can see when it quarantines threats before they have the chance to disrupt a system.”

Malwarebytes has significantly lightened the load on technicians. By eliminating the need to clean systems from malware, technicians have more time to focus on helping teachers with software programs and classroom technology.

### Fast response time

When the DeSoto ISD team contacted Malwarebytes with a question, they received fast, responsive assistance. Not only could they quickly resolve an issue, they also gained valuable knowledge transfer.

“Malwarebytes removed any concerns about support,” said Mr. Torres. “When we called, they walked my guys through every step and not only told them what to do, but explained why as well. Their responsiveness is top-notch.”

### Ready for anything

Mr. Torres said that the cloud console is self-explanatory and easy to use, putting volumes of valuable data at his fingertips. He can quickly generate a report or check overall status at a glance.

“Malwarebytes has made a huge difference to us,” said Mr. Torres. “We’re very pleased and know that we have the visibility and control we need, because you never know what’ll pop up down the road.”



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