Case Study

ThreatDown™
Powered by Malwarebytes

Network Computer Systems Finds Efficacy and Efficiency with ThreatDown, Powered by Malwarebytes

Network Computer Systems, an established Managed Service Provider (MSP) since 1998, had always navigated the evolving IT landscape with a customer-centric approach. CEO Brad Harley places immense value on customer satisfaction, stating, "We prioritize our customers' needs and ensure their businesses run profitably."

Serving primarily small and medium-sized businesses, Network Computer Systems must be adaptable to meet the needs of its diverse clientele. "Most of our clientele comprises businesses with 1 to 100 computers. To stay ahead, we must constantly evolve and update our methods," said Harley.

Despite the fact that Network Computer Systems' valued the security of their clients highly, the company faced significant challenges with traditional IT security tools. "It didn't matter which security tool was installed, infections were rampant," Harley recalls, pointing out the underperformance of conventional tools.

> "In IT's early days, … Popular tools, like Norton Antivirus and Symantec Endpoint Protection, lacked management consoles … These tools left us blind, only reacting to infections once they happened … Malwarebytes emerged as a reliable clean-up tool … By 2017-2018, we shifted to Malwarebytes for Business, now called ThreatDown, for better management and security."
>
> **Brad Harley, CEO**
> **Network Computer Systems**

The Aha Moment

The implementation of ThreatDown, powered by Malwarebytes, marked a significant shift in Network Computer Systems' cybersecurity strategy. "Our days used to be consumed by logging into numerous servers for security checks. The ThreatDown OneView console changed that—now, a single click post two-factor authentication brings all customer information to our fingertips," says Harley, emphasizing the immense time savings.

Network Computer Systems

Partner-at-a-glance

Customer - Network Computer Systems

Endpoints - 1500 seats

Industry - Information Technology (MSP partner)

Country - United States

Displaced Solution - Symantec and various traditional antivirus solutions

ThreatDown Solutions

ThreatDown EDR
(Endpoint Detection & Response)
ThreatDown VPM
(Vulnerability and Patch Management)

Pain Points

- Traditional security tools not effective against infections
- Lack of centralized management
- Time-consuming security checks

OneView also enhanced the MSPs proactive monitoring capabilities. Alerts synced with platforms like Microsoft Teams ensured swift responses to threats. The integration of ThreatDown Endpoint Detection & Response (EDR), ThreatDown Vulnerability Assessment & ThreatDown Patch Management further strengthened their security measures.

Harley shares, "Centralized management reshaped our operations, allowing us to prioritize critical updates across all our customers simultaneously. We've moved from a constant battle with updates to a state where there are no updates pending. The reactions from our clients have been nothing short of amazement. It's a departure from traditional security products that mainly identified threats but didn't address the underlying vulnerabilities."

The Power of Customer Advocacy

Transitioning customers from traditional antivirus solutions to Malwarebytes generated success stories that propelled organic growth. "The customer then sells for us," Harley reflected. Among healthcare professionals, word of the MSP's success in combating cyber threats spread quickly.

Referrals led to significant business. "Doctors who heard about our success would call us up, asking about our methods and the efficacy of ThreatDown EDR," Harley said. "The conversations not only showcased our proficiency in handling cyber threats but also introduced more businesses to the robust cybersecurity measures Malwarebytes."

Results

- **Simplified Security Management:** ThreatDown's OneView console significantly cut down the staff's time and effort in managing cybersecurity
- **Enhanced Cybersecurity Measures:** Transitioning to ThreatDown's EDR and VPM, Network Computer Systems could prioritize and efficiently handle updates across all clients
- **Customer Advocacy:** Success stories in the healthcare sector propelled organic growth through word-of-mouth referrals
- **Confidence in Cybersecurity:** The partnership with ThreatDown has instilled a renewed sense of confidence in both Network Computer Systems and its clients

> "We often tell potential clients, 'We've successfully transitioned numerous customers to this product with remarkable benefits'... That's our pitch. With Malwarebytes, we can assure customers they won't become the next headline about systems hijacked or businesses paralyzed by ransomware."
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> **Brad Harley, CEO**
> **Network Computer Systems**

Conclusion

Reflecting on their journey spanning over two decades, Network Computer Systems has firmly established its position in the IT landscape. The transition to ThreatDown was a game-changer, fortifying its cybersecurity defenses and catalyzing growth through strong customer advocacy and improved operational efficiency