ThreatDown
Powered by Malwarebytes

Protecting Sunnyside SD Student and Staff Mac Machines, Wherever They Go

Established in 1895, Sunnyside School District has a long history of providing K-12 education to students in Washington state. Today, the district educates nearly 7,000 students across eight schools and boasts modern facilities with state-of-the-art, student-friendly technology. With a seasoned and lean IT team of four, keeping student and staff machines safe and protected from malware, malicious browser extensions, and other threats was a top concern.

Cybercriminals have a lot of tricks up their sleeves when targeting schools and making bogus offers for free online teaching resources is a popular one. "On the internet, nothing is truly free. And we started to see an uptick in malware issues with teacher offers for free worksheets," said David Peterson, IT Coordinator for Sunnyside SD, adding that "it became readily apparent almost immediately that we needed some protection on our Mac machines that we could also support remotely, regardless of where the machine was located."

SUNNYSIDE SCHOOL DISTRICT

Customer
Sunnyside School District

Industry
Education

Solution
Education Site License for:
- ThreatDown Endpoint Detection and Response
- ThreatDown Endpoint Detection and Response for Servers

Results
- Partnered with a trusted brand to safeguard the district's Mac machines
- Gained robust Mac security with ThreatDown tEDR's strong capabilities against cyber threats
- Remote visibility and management of staff and student machines—whether they're on or off campus

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"Anything our IT team can do remotely makes us more efficient. With Malwarebytes' cloud console, we can remotely manage endpoint protection and see the state of all the machines in a single view, whether the user's machine is on or off campus."

David Peterson, IT Coordinator
Sunnyside School District

How ThreatDown Solved the Problem

Adopting a proven, trusted brand in endpoint protection

Given the urgency and limited time to adopt a solution, Peterson knew he needed to select a trusted endpoint protection product. Narrowing the field of choices was simple. ThreatDown, powered by Malwarebytes, had always been the IT team's go-to solution to support their malware cleanup efforts. Time and again, it consistently worked effectively.

Rolling out ThreatDown took top marks, too, with a supported and straightforward process. "Deploying ThreatDown, powered by Malwarebytes, to our 2,800 Macs was really, really fast. We got quality support from a Malwarebytes engineer, and we started pushing the product out during that call," said Peterson, noting that "from the time we cut the purchase order, we were fully deployed in less than a week."

Robust malware detection and remediation

After deploying ThreatDown Endpoint Detection and Response (EDR), the product went to work scanning all the machines to uncover hidden malware and troublesome PUPs and PUMs. The findings were thorough—and enlightening.

"The machines for our troublesome users were in worse shape than we'd thought as far as being infected. One machine, alone, had 1,500 different instances of malware on it. From the initial scan, ThreatDown put all the detections in quarantine, which gave us a view of how much was found," said Peterson. With a 'click' of a button, ThreatDown EDR remediated the district's malware detections, and the machines were restored to a clean state.

40% less IT helpdesk calls

Since deploying ThreatDown, powered by Malwarebytes, more than two years ago, the product has been working flawlessly in a functional set-it-and-for-get-it mode. Peterson summed it up, "I don't ever have to call Malwarebytes support. The product just works."

In addition, the IT team has seen a drastic improvement in machine performance. As a result of ThreatDown EDR's powerful protection, detection, and response capabilities, Sunnyside SD's students and staff are able to access their machines and work throughout the school day, without interruption. With malware no longer a challenge, IT helpdesk calls have dropped by 40%, freeing up the team to focus more on high-value projects.

Rapid rollout

from purchase order to full deployment in less than a week

Freed 40% IT time

with reduced helpdesk calls related to endpoint machine issues

A winning EDR choice for school protection—and IT management

With ThreatDown EDR in place, Sunnyside SD has a robust solution against those pesky "free" worksheet offers and advanced threats like ransomware and malicious browser extensions. Everything is running so well, Peterson shares, "We have more breathing room, and what else can you ask for? The product is boring, and that's exactly what I want in an anti-malware solution. I want boring. I don't want any surprises, and I want something that just works. And that's what we have with ThreatDown, powered by Malwarebytes ."

For Sunnyside, there are several factors that make ThreatDown EDR the perfect solution:

- **Automated security**

"The product is so automated, we can 'set it and forget it.' Like its automated scans and continue scan attempts. If a scan doesn't complete because a machine is turned off, it automatically scans again on a schedule."

- **Intuitive dashboard**

"The console gives great insights to let me know who I need to talk to; for example, if I need to contact a user about restarting their laptop or educating them on something they shouldn't do in the future."

- **User-friendly communication**

"The product sends a daily email that lets me know how many machines were scanned and provides options for me to choose from on what the product should do next."

- **IT asset inventory**

"ThreatDown helps us inventory all our machines, so we can easily identify if someone has been issued multiple machines and locate missing machines."