

# Pikes Peak Library District takes malware out of circulation

Malwarebytes provides defense without compromising openness

## INDUSTRY

Government

## BUSINESS CHALLENGE

Prevent malware, including ransomware, from infecting computers while centralizing control

## IT ENVIRONMENT

Webroot antivirus, Deep Freeze Instant Restore

## SOLUTION

Malwarebytes Endpoint Security

## RESULTS

- Stopped malware, including ransomware, from infecting computers
- Significantly reduced labor costs through better detection and centralized management
- Eliminated downtime and disruption associated with malware

## Business profile

Pikes Peak Library District (PPLD) is a nationally recognized system of public libraries serving residents in El Paso County, Colorado. With fourteen facilities, online resources, and mobile library service, PPLD responds to the unique needs of individual neighborhoods and the community at large. A large number of computers used by staff and patrons have internet connectivity. To protect them from ransomware and other advanced malware, PPLD chose Malwarebytes.

Malwarebytes surpasses our antivirus' prevention and detection features and runs with almost zero performance impact on users' machines.

—Richard Peters, Chief Information Officer, Pikes Peak Library District

## Business challenge

### Centralizing control over endpoints

Four hundred and seventy-five PPLD employees operate library facilities, manage book and media acquisition, and help patrons find information. PPLD has 14 locations, plus a mobile Bookmobile and a Library Express kiosk. In addition to staff computers, PPLD provides computers for library patrons' use. As an organization that exists to facilitate access to print, audio, visual, and electronic information, it's not surprising that internet-based cyber threats target the browsers, Java, and Adobe Flash applications. Staff members encountered browser hijacking, popup ads, malicious email attachments, and drive-by downloads. Less obvious but more damaging, malware could corrupt the Windows OS as well as files and network drives. In addition, it was only a matter of time before ransomware showed up.

"The traditional antivirus wasn't picking up drive-by downloads or attempts to direct users to malicious websites," said Richard Peters, Chief Information Officer at PPLD. "Our End User Services



group used manual methods of cleaning computers, but when a computer was too infected to clean, they had to reimaging it.”

The district’s large number of endpoints, combined with facilities located across 2130 square miles, made it difficult to keep track of which machines the staff had cleaned and how many had the latest updates. PPLD needed an easier way to prevent infections and manage endpoints remotely.

“We needed a solution that stays current with new attack vectors but works quietly in the background and doesn’t disrupt users,” said Nancy Gulick, Network Administrator for PPLD. “We also wanted to manage everything from a central location to eliminate time-consuming drives to and from remote branches.”

## The solution

### Malwarebytes Endpoint Security

The PPLD team had used Norton, Trend Micro, and Microsoft Forefront antivirus products prior to acquiring Webroot. They tested Malwarebytes Endpoint Security to add another layer of protection to the endpoints, and it passed with “flying colors.”

“Malwarebytes does what we need it to do,” said Peters. “It surpasses our antivirus’ prevention and detection features. It also runs with almost zero performance impact on users’ machines.”

The district rolls out Malwarebytes as part of new system builds and scheduled maintenance when it updates systems. The Malwarebytes Management Console made it easy for the End User Service (EUS) staff to

push Malwarebytes to remote machines. The console saves time for technicians and eliminates staff downtime when compared to the old process where EUS took staff machines to the main location for installing this service. Using the Management Console, technicians set parameters to ensure that users cannot change or remove Malwarebytes from their machines. Nightly quick scans and weekly full scans help keep machines clean.

### Saves time for everyone

Employees experience far less downtime and disruption because malware no longer infects staff computers as often as it did before Malwarebytes. Technicians gained back time that used to be spent cleaning or reimaging machines and traveling to remote locations.

“Malwarebytes does a better job than the antivirus of enabling the End User Services group to keep PCs free of malicious software,” said Peters. “It has reduced labor costs, because technicians rarely have to remove anything. If they do, they can do it remotely—quickly and easily.”




### Ramping up protection

Malwarebytes is a partner as PPLD has ramped up its security posture to better protect employees and patrons while walking the fine line between enabling freedom of information and maintaining online safety. Using Malwarebytes has enabled PPLD to increase protection without hindering access to information and materials.

“With all of the threats that we see, we’re glad to have Malwarebytes protecting us,” said Peters. “It’s a crucial element of our ability to deliver high-quality services.”

## | About

Malwarebytes is the next-gen cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware, and exploits that escape detection by traditional antivirus solutions. The company’s flagship product combines advanced heuristic threat detection with signature-less technologies to detect and stop a cyberattack before damage occurs. More than 10,000 businesses worldwide use, trust, and recommend Malwarebytes. Founded in 2008, the company is headquartered in California, with offices in Europe and Asia, and a global team of threat researchers and security experts.

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