

Case Study

Imperial College - June 2012

Customer

Imperial College in London was founded in 1907 and is consistently ranked as one of the world's leading universities. Located in Central London, the University specializes in the teaching and research of science, technology, medicine and business. Imperial has nearly 14,000 students from 126 countries, and more than 3,300 academic staff, including 14 Nobel Prize winning alumni. The University operates one of the largest estates of any higher education facility in the UK.

Challenge

The 214-strong ICT team at Imperial is responsible for a multitude of different technologies, including everything from printers and laptops to the enterprise-grade infrastructure needed to support 17,000 students, academics and management staff.

The 53 person strong desktop support team provides these people with front-line technical support for the technology they use on a daily basis. Supporting six separate campuses across faculty, research, library, management teams and other support staff means technical solutions need to be effective, quick and easy to implement. The desktop support team rolls out around 1500 new PCs every year, managing more than 12,000 machines at any one time.

Proactive protection against and the remediation of malware infections is crucial for the desktop support team. The university's fleet of PC's contains a substantial amount of important information, everything from year-long theses and management documents to ground-breaking and proprietary research, all of which must be protected. A particularly hard to remove Trojan could delete years of work, not to mention the ever-present threat to personal and university data from information stealing malware. Having such a large and varied fleet of devices and users also means that any anti-malware product needs to work alongside their baseline antivirus (AV) software.

Solution

The need to install Malwarebytes was originally driven by a particularly virulent zero-day malware outbreak. A fake AV program, which was being hosted on some well-known sites, had infected a large number of Imperial computers. This piece of malicious software was morphing at a very rapid rate, successfully infecting approximately 90 computers every single day, proving very difficult to detect and remove.

After trying a variety of mainstream vendor products without success, many of which wouldn't even install, the desktop support team tried Malwarebytes.

Richard Whittaker, Head of The Desktop Support Team at Imperial College picks up the story, "Malwarebytes installed the first time and even more importantly, it cleared the malware

at the first attempt, on every infected computer. This was a major outbreak and all of our existing anti-virus tools weren't even touching it. Without Malwarebytes, we would have had to reformat every single machine. That would have caused an untold amount of trouble, not only would a countless amount of academic work have been lost, but it would have been a significant undertaking for the tech team."

"The team was impressed to say the least. We immediately pushed to have Malwarebytes installed as standard on every laptop and desktop at Imperial. The fact that it detects the latest malicious threats, while still working alongside other AV software, means that all our users now have the best possible protection available.

"It just does the job with no fuss. More importantly, I haven't had an infected computer for at least a month now, something which is very rare."

Marcus Chung, COO, Malwarebytes said, "The fact that the team at Imperial uses Malwarebytes to detect and clean malware which their enterprise antivirus missed is proof of the strength of the product. Our technologies are increasingly becoming both an essential layer of defense and a key remediation tool that the real experts in their field can rely on to do the job when all others have failed. "Many of the machines at Imperial College are being used to create and store complex original research, which could all be destroyed by a serious malware outbreak, so having a product that helps prevent this is vital."

The Business Case

Malwarebytes is provided to Imperial under a corporate license, which allows organizations to deploy the software across a large number of machines. The company also provides Imperial with on-going corporate support where required.

By deploying Malwarebytes in this way, Imperial College has realized the following benefits:

- Industry leading anti-malware protection which works alongside existing antivirus
- Significant decrease in detection and maintenance resources required in the event of an attack
- Easy to manage and update software which requires minimal on-going management
- Decreased cost of replacing terminally damaged machines

For more information, please visit our website at www.malwarebytes.org

About Malwarebytes Corporation

Malwarebytes provides software designed to protect businesses and consumers against malicious threats that consistently escape detection by traditional antivirus solutions. Its newest business product, Malwarebytes Enterprise Edition, delivers advanced behavior-based detection that can be managed on thousands of workstations from a single administration console. Founded in 2008 and headquartered in California, Malwarebytes has removed more than five billion malicious threats from computers worldwide.