Malwarebytes

Southern Cross Care ensures healthy endpoints

Malwarebytes remediates and rolls back systems automatically

Business profile

Southern Cross Care is known and trusted for providing a full spectrum of residential aging services across New South Wales and the Australian Capital Territory (ACT). From independent living communities to assisted living care, senior citizens receive personalized, flexible services. When malware and targeted attacks began to affect staff productivity, Southern Cross Care boosted its defenses and response capabilities with Malwarebytes.

Business challenge

Boosting productivity by minimizing threats
Healthcare organizations are the most targeted by cyberattackers. For Southern Cross Care, defending systems across 31 residential aging locations was a huge challenge. Sites are located across New South Wales and ACT—from Sydney to the Queensland and Victoria state borders—up to 700 kilometers away from headquarters. Southern Cross Care's IT team is spread thin as it navigates rapid business change while looking after servers, network infrastructure, service desk, and endpoints.

When Phil Shand, Senior Infrastructure Engineer, joined Southern Cross Care, he and his team were faced with a wide variety of endpoints, operating systems, and levels of antivirus protection on systems. Many sites are remote with very little bandwidth available, so it was difficult to download security software. Primary users are nurses focused on delivering excellent care. They use systems for 10 to 15 minutes at a time, accessing patient data, updating records, and making notes before leaving to do other tasks. When malware took a system down, it put a strain on nurses' productivity.

"We had to ship the system to Sydney, fix it, and send it back, which could take several days," said Shand. "That's not good for healthcare delivery or in an emergency,

OVERVIEW

INDUSTRY
Healthcare

BUSINESS CHALLENGE
Deploy consistent, effective endpoint protection to maximize user productivity and minimize risk

IT ENVIRONMENT
Microsoft Defender

SOLUTION
Malwarebytes Endpoint Protection & Response

RESULTS
Identified and remediated thousands of previously unknown threats

Saved days of time for IT team to focus on critical support activities

Stopped malware and prevented infections from proliferating

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>
> PHIL SHAND, SENIOR INFRASTRUCTURE ENGINEER, SOUTHERN CROSS CARE

and it's not a business best practice, because health records must be updated for compliance."

Southern Cross Care also experienced a large amount of email phishing. The company's staff is multinational, and English is often a second or third language. They are busy managing high volumes of claims, payments, and other processes—it was easy for someone to accidentally click a malicious link. Cyberattackers also specifically targeted executives and key departments, such as finance and support services, with spoofing emails.

"I finally asked 'why don't we have a solution in place to handle this?' because we were literally firefighting," said Shand. "When attackers were getting through to key staff and systems were behaving oddly, we had to close the gap."

The solution

Malwarebytes Endpoint Protection & Response
Southern Cross Care is a nonprofit organization, and IT security had not been a budget priority in the past. With malware, phishing, and spoofing attacks, security quickly moved to the forefront. Shand had used Malwarebytes professionally for many years prior to joining Southern Cross Care, and it was his go-to program to resolve malware and zero day threats that enterprise tools had missed.

"I'd been through many different enterprise solutions before," he said. "We launched a trial of Malwarebytes Endpoint Protection & Response here, and it was definitely the way to go."

Locked the front door
As Shand's team rolled out Malwarebytes, it detected all kinds of malware, PUPs, adware, and other threats on more than half of the systems. Data generated by Malwarebytes enabled Shand to see trends across systems and how many of the same attacks were succeeding. The Malwarebytes Linking Remediation Engine found and completely remediated hidden artifacts on systems that had been missed by other tools. Now when an employee leaves the company and a system is re-deployed to a new user, Malwarebytes ensures that the system is in a truly healthy condition.

"Malwarebytes locked the front door on threats to prevent PCs from being compromised," said Shand. "It remediated issues that were either unknown or couldn't be resolved in the past. Finally, Malwarebytes stopped infected devices from proliferating rubbish throughout the network. It's fantastic."

Saves time for all
Preventing malware infections saved time for frontline IT staff. They can spend their time on other support responsibilities, and because Malwarebytes Endpoint Protection & Response is in the cloud, they don't have to manage an onsite server. When malware no longer infects systems, employees can work without interruption to process claims, access patient data, and run the business.

Although Southern Cross Care has not had a ransomware incident since deployment, the ability to restore systems to a known, good state is a huge comfort. Malwarebytes Ransomware Rollback technology uses just-in-time backups to "rewind the clock" and restore files that were encrypted, deleted, or modified.

"The ability to lock a machine off the network straight away when you identify an issue is fantastic," said Shand. "Just pushing a button to roll a system back is absolutely brilliant. It's a phenomenal piece of technology."

Malwarebytes reporting enables Shand to quickly review issues, identify targeted users, and easily communicate security status to the executive team. The IT team can proactively identify and remediate issues before they affect productivity.

"Traditional approaches to antivirus and malware solutions haven't worked," said Shand. "We need a new strategy, and Malwarebytes with its machine learning capabilities is a game-changer. It's just fantastic."

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