# Cambria County 9-1-1 prevents malware emergencies

Malwarebytes Endpoint Security sounds the alarm, stopping exploits before they cause problems

**INDUSTRY**
Government

**BUSINESS CHALLENGE**
Defend against malware that could cause disruption in emergency services.

**IT ENVIRONMENT**
One data center utilizing the county's firewall security, Sophos Cloud antivirus
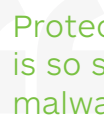
**SOLUTION**
Malwarebytes Endpoint Security, which includes Anti-Malware, Anti-Exploit, and the Management Console

**RESULTS**
- Deployed protection in just hours to all endpoints
- Automated scans and updates to simplify management
- Centralized management to a single console, resulting in significant time savings

## Business profile

Cambria County Emergency Services provides professional management and emergency communications and services to 63 municipalities and 144,000 citizens in Cambria County, Pennsylvania. The Cambria 9-1-1 Center provides dispatching for county law enforcement, fire, and emergency medical services, as well as for the Hazardous Materials Response, Specialized Emergency Response, Animal Response, and Water Rescue teams. Although responding to emergencies is its mission, Cambria County 9-1-1 didn't wait for a malware crisis to strike before putting a formidable line of defense in place.

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>
> —Dan Blackburn, Operations Supervisor, Cambria County 9-1-1

## Business challenge
### Prevent disruption to emergency services

Dan Blackburn, Operations Supervisor for Cambria County 9-1-1, is responsible for the agency's phones, radios, computers, and dispatch systems. These systems function as the mission-critical communication backbone for the county's emergency services. Although the agency had not yet experienced a significant malware attack, Blackburn decided to take proactive steps to ensure that it wouldn't.

"With major hacks making the news and threat intelligence coming in from state police, it was inevitable that a threat would find its way in," said Blackburn. "We weren't going risk malware affecting communications or the data networks." Potentially Unwanted Programs (PUPs), coupon bars, and keygens were typically found on the agency's public workstations that had Internet connections.

Although the machines were protected by antivirus software, Blackburn still had to manually update the endpoints and frequently check them to make sure the machines stayed free from malware. This was a time-consuming chore in a busy 9-1-1 environment, and he wanted a better way to manage scans and minimize risk.

## The solution

### Malwarebytes Endpoint Security

"I scheduled a demo with Malwarebytes and received a great tour with more ideas on how we can use it," said Blackburn. "I wasn't familiar with Malwarebytes Anti-Exploit before, but when I saw what it could do, I knew we had to have it. We selected Malwarebytes Endpoint Security to maximize our defense."

Malwarebytes Endpoint Security provides a powerful multi-layered defense engineered to defeat the latest, most dangerous malware, including ransomware. It includes Malwarebytes Anti-Malware, Anti-Exploit, and the Management Console in one comprehensive solution.

Malwarebytes Anti-Malware detects and eliminates zero-hour malware, Trojans, worms, rootkits, adware, and spyware in real time. It stops threats in their tracks and saves Blackburn from having to manually remove malware from endpoints. Malwarebytes Anti-Exploit adds even more defenses against malware. Four layers of protection work together to block exploits and prevent malicious payloads from being delivered.

### Fast deployment and easy manageability

Blackburn deployed Malwarebytes Endpoint Security to all of the county's 9-1-1 endpoints using the "push client" installation feature of the Management Console. In just a few hours, all of the machines were covered. He also installed Malwarebytes on four laptops in his mobile command vehicle, which are managed manually.

Now Blackburn can scan the machines each night and be confident that they're malware-free each morning. He only updates machines when needed with a simple click. Malwarebytes centralized management capabilities have saved at least one day of work each month for Blackburn. He can quickly pull statistics and reports or check the status of an endpoint on demand. And the best part is that there is minimal impact on performance and does not disrupt the users.

"Protecting against malware with Malwarebytes is so simple I don't even think about it," said Blackburn. "It stops malware from wreaking havoc with our systems. I recommend it to everyone."

### Proactive vigilance pays off

Cambria County 9-1-1 soon experienced the benefits of Malwarebytes Anti-Exploit first-hand. In the two-week period after deploying Malwarebytes, the software detected 11 occurrences on two machines of "Java shell payload" threats that were successfully blocked from executing.

"I like the quality of Malwarebytes protection," said Blackburn. "It's continuously updated and always looking for new threats. We feel much safer knowing that Malwarebytes is looking out for us."