

Heritage Hotels & Resorts has no room for ransomware

Malwarebytes eliminates malware, ransomware, and sleepless nights

INDUSTRY

Hospitality

BUSINESS CHALLENGE

Prevent ransomware from disrupting hotel services and affecting the guest experience

IT ENVIRONMENT

Enterprise layered security

SOLUTION

Malwarebytes Endpoint Protection

RESULTS

- Prevented multiple ransomware incidents and saved thousands
- Eliminated calls from end users about malware-related PC problems
- Simplified management from the cloud
- Gained confidence with Malwarebytes research team

Business profile

Heritage Hotels & Resorts embody the culture, spirit, and tradition of New Mexico. Each hotel property is unique, providing visitors with the opportunity for a rich, authentic experience of New Mexico's history and culture. Although the hotels convey a sense of timelessness, they can't avoid modern cyber threats. Downtime from ransomware could severely affect services at the hotels, resulting in a poor experience for guests. The IT team chose Malwarebytes to keep ransomware and advanced malware out.



Malwarebytes has already prevented six different instances of ransomware and we saved thousands in downtime and remediation costs.

— Jarno Hol, IT Director for Heritage Hotels & Resorts

Business challenge

Time for a change

The company's collection of distinctive New Mexico hotels draws from a blend of the Southwest's Native American, Mexican, Spanish, and American Western cultural and historical influences. Twelve properties are located in Albuquerque, Santa Fe, Taos, and Las Cruces, each with its own network. All networks connect to headquarters in Albuquerque.

PCs are critical to delivering a great guest experience at each hotel. From reservations and billing to housekeeping, maintenance, and food and beverage operations, all systems need to be up and running. Before Malwarebytes, users' machines often would work slowly or have problems, causing the user to call IT for help. When a technician investigated, he found adware, Trojans, phishing attempts, browser hijacks, and other types of malware. It was clear that their Avast antivirus solution was not up to the job.

"The antivirus was antiquated and not capable of handling current attacks like ransomware," said Jonathan Morales, IT Manager for Heritage Hotels & Resorts. "We needed a more aggressive solution and better visibility into threats trying to get into our systems."



“We began looking for a cloud-based solution that could be managed with a single pane of glass,” said Jarno Hol, IT Director for Heritage Hotels & Resorts. “With hundreds of computers across 12 properties, a new solution had to be easy to deploy and it also had to work with our internal hotel management systems.”

The solution

Malwarebytes Endpoint Protection

Hol and the team researched many different endpoint security solutions, but they kept coming back to Malwarebytes. With Malwarebytes Endpoint Protection, they had the cloud-based solution they wanted.

“Both Jonathan and I both knew the power of Malwarebytes, how quickly it detects threats and the advanced technologies it includes,” said Hol. “That was the deciding factor for us. We knew that it was a good product.”

Heritage Hotels & Resorts replaced Avast with Malwarebytes. Now, malware, exploits, and ransomware are stopped at the door. When the team began installing Malwarebytes on the first few systems, they were surprised at how much malware Malwarebytes uncovered. After testing the solution and cleaning up systems, the team deployed Malwarebytes across its properties.

“Deployment was really easy,” said Morales. “I just put Malwarebytes on the Active Directory server, ran it, and it did its thing. Before, when we rolled out Avast, it created all kinds of problems with our reservations and other hotel systems. It took four days around the clock to get it working. With Malwarebytes we had zero issues.”

Real-time defense

The IT team likes Malwarebytes’ real-time defense. It automatically scans and updates systems, blocks access to malicious sites, and shows exactly what it’s detecting and stopping.

“With Malwarebytes, I can look and instantly see if systems are having issues,” said Hol. “It has already

prevented six different instances of ransomware and we saved thousands in downtime and remediation costs.”

The team groups endpoints by property and sets policies for each property and specific functions. Through the cloud console, Morales can go to a specific hotel, look at the endpoints and see what is happening. For example, are front desk systems having issues? What threats have been quarantined? Malwarebytes also provides basic systems information for each endpoint, such as operating system, IP address, processor type, and other attributes.

“Having the computer system information is helpful,” said Morales. “I have it in front of me, and it saves me from having to go back and forth between Malwarebytes and our asset management system.”

No mystery guests

Malwarebytes gives the team insight into what it detects, which they didn’t have with Avast. And since Malwarebytes was deployed, they haven’t had calls from users because of slow PCs. Malwarebytes stops threats from becoming a problem.

“Malwarebytes gives us everything that we wanted,” said Hol. “The biggest benefit is peace of mind. Of course, we want our guests to sleep well while staying at our hotels, but we want the same thing. And with Malwarebytes, we do sleep better at night.”





A trusted name in security

Heritage Hotels & Resorts gained confidence in addition to protection from Malwarebytes. The team values Malwarebytes research and admires the talent and technology that stands behind Malwarebytes products.

“The Malwarebytes research papers keep me engaged with Malwarebytes,” said Hol. “When you follow the company, read the computer science articles, and see how they post assistance for the entire community, you see that Malwarebytes is a really good company all around.”

| 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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