Malwarebytes

Allied Food gives malware a to-go package

Restaurant operator supports PCI compliance with Malwarebytes

INDUSTRY
Quick-service restaurants

BUSINESS CHALLENGE
Add a layer of defense against malware to prevent disruption of vital point-of-sale software

IT ENVIRONMENT
One data center with server security, Symantec Endpoint Protection antivirus, Microsoft Security Essentials, and Trusteer Rapport protection against financial fraud and cybercrime

SOLUTION
Malwarebytes Anti-Malware for Business

RESULTS
- Gained real-time defense against malware to support PCI compliance efforts
- Eliminated hours and days of time spent in traveling and cleaning infected machines
- Reduced risk to point-of-sale software and the company's network with no user intervention needed
- Improved system performance

Business profile

Allied Food Industries Inc. operates 47 fast food restaurants in West Virginia, Kentucky, Ohio, and Arkansas. With far-flung locations and a lean IT staff, Allied Food served up a recipe for effective malware prevention that enables its point-of-sale (POS) software to effectively support operations.
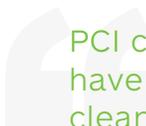
> PCI compliance is vital, and we simply don't have the time or resources to physically clean and remediate malware on machines. Malwarebytes gives us the real-time protection we need.
>
> —Carl Waddle, Chief Information Officer, Allied Food Industries Inc.

Business challenge

Protect point-of-sale software to support PCI compliance

Allied Food restaurants are committed to serving fresh, flame-broiled burgers and a growing menu of innovative menu items. Each restaurant's manager has an office PC that connects to a cloud-based POS software service, as well as regular productivity software. The POS software feeds operational data to the company's back-office systems for reporting, making it a business-critical application. Online financial transactions are processed at headquarters.

Whether processing payments or managing local promotions, the company's PCs frequently picked up malware from the Internet. A range of viruses, toolbars, redirects, and other threats infected the machines, dramatically slowing performance. In addition to this, Allied Food was hit with a BitLocker attack that locked up several machines. Although the IT team was able to quickly remediate the infection, the attack dramatically escalated the importance of malware protection.

"We received numerous calls about poor PC performance," said Carl Waddle, Chief Information Officer at Allied Food Industries Inc. "Managers usually blamed poor performance on a slow Internet connection, but in reality, malware was hindering their systems." Cleaning up systems was time-consuming, because Waddle had to travel to each restaurant location to physically scan and remediate a system. In the worst cases, he would have to re-image a machine. With restaurants spread over a huge geographical area, this solution was impractical. He tried several different antivirus solutions for the restaurant computers, but malware continued to disrupt operations. Infected machines also posed a risk to the company's network and jeopardized compliance with the Payment Card Industry Data Security Standard (PCI DSS).

"PCI compliance is vital and we simply don't have the time or resources to physically clean and remediate malware on machines," he said. "We needed real-time protection."

The solution

Malwarebytes Anti-Malware for Business

In the past, Waddle had used Malwarebytes to clean infected machines and was impressed with the product's effectiveness. After evaluating other options, he selected Malwarebytes Anti-Malware for Business for its ability to not only remediate malware, but also to block threats and prevent malware from gaining a foothold.

"We had an especially difficult case of malware to clean up," said Waddle, "and even before our purchase, the Malwarebytes support team went to great lengths and spent their valuable time to help us fix the problem. You don't get that from other companies. I was sold."

As Waddle installed Malwarebytes on managers' systems, the calls about slow performance decreased. Each time he visited a different restaurant for an IT call or to replace an aged PC, he installed Malwarebytes on the system.

Automatic updates simplify defense

"We like that Malwarebytes updates itself automatically," said Waddle. "Because we don't have IT staff at the restaurants, that makes my job so much simpler." In addition, store managers don't have to worry about downloading or updating software. Their machines gain real-time protection and Malwarebytes runs unobtrusively in the background.

Significantly fewer calls saves time

With in-depth defense against malware, Waddle saves hours—or days—of time. He no longer has to travel simply to clean an infected machine, and he no longer has to constantly remediate the same machines over and over.

"We haven't received anywhere near the number of calls that we used to get since we deployed Malwarebytes," he said. "Managers' PCs just run with great performance and our calls are down substantially."

The cleaner the better

Malware-free machines also reduce risk to the network. Waddle knows that the cleaner that they can keep machines connected to the network, the better. And Allied Food can achieve this goal without needing deep security expertise to troubleshoot and analyze infections.

"Malwarebytes makes a great product and it's well-supported," said Waddle. "Malware is handled, and I can focus on the thousand other things that need my attention."