

# Living Water Chooses Comprehensive and Reputable Security for Its Cloud-First Strategy



**Saved 8 hours per month**

on malware-related issues



**Closed attack vectors**

with automated patch management



**Preserved brand reputation**

with an advanced security posture

## Challenges

Living Water International has been helping communities in low-and-middle-income countries to create sustainable water, sanitation, and hygiene programs since its start in 1990. With teams, equipment, and 350 endpoints to manage operations across 17 countries, Living Water has completed more than 23,000 water projects (and counting!).

For the headquarter operations, Living Water was using an on-premises deployment of Norton for endpoint protection, and machines in the field were running a range of other security products. Yet, with many of the endpoints residing in areas of developing infrastructure, it was challenging for the IT team to gain centralized visibility into the health and security of all 350 machines.

Another important security consideration was minimizing risk and staying out of the headlines. As part of the non-profit's charter, Living Water values maintaining a strong brand reputation, so the organization wanted to take a proactive approach to advance its security posture. The essential requirement: adopt a comprehensive endpoint security solution that supports the non-profit's cloud-first strategy. For that, Living Water turned to Malwarebytes.

## Overview

**Customer:**

Living Water International

**Industry:**

Non-profit organization

**Displaced Product:**

Norton

**Solution:**

- Malwarebytes Endpoint Protection
- Malwarebytes Vulnerability Assessment & Patch Management



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- Tony Archibold, Senior Director of IT Systems  
Living Water International



# How Malwarebytes Solved the Problem



## Swiftly addressing newly emerging vulnerabilities

Vulnerability management across remote machines can be difficult for any organization, and, for Living Water's IT team, it was an ad hoc process of separately checking apps for updates when there was a user complaint about a slow machine. Malwarebytes Vulnerability and Patch Management (VPM) empowered the team to implement a streamlined process for swiftly identifying and patching vulnerabilities. Upon its initial scan of the organization's applications and operating systems, Malwarebytes VPM identified a broad range of common vulnerabilities and exposures (CVEs). Patching these was as simple as a 'click' of a button to schedule the software updates during 'after hours' when employees don't require access to their machines.

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## Strong protection and innovation that preserve the Living Water brand reputation

Since adopting Malwarebytes Endpoint Protection (EP), Living Water has safeguarded its global ecosystem from daily security threats. Leveraging multiple layers of protection, the Malwarebytes' agent is active and always working to keep the machines secure and running optimally. "We use every tool in our security toolbox, so when a threat is detected, Malwarebytes automatically remediates it. That gives us good confidence in our security posture and safeguards our brand reputation," said Archibold.

Cybercrime is constantly evolving, so Living Water values having a forward-thinking cybersecurity vendor that's focused on continued learning and innovation. The excellent service and product enhancements Living Water receives from Malwarebytes has made the non-profit a longtime customer.

"Malwarebytes is consistently innovating and adding functionality to the platform, which is great. We have a positive vendor relationship, and I appreciate that Malwarebytes is open about the roadmap and sharing the new features and plans with me. This is key, and it makes me feel invested in the product," said Archibold.

**350  
endpoints**





## Unified endpoint management

With its central cloud console, Malwarebytes makes it easy for Living Water's IT team of five to efficiently manage endpoint security for machines running across the globe. "Malwarebytes gives us that essential visibility we need to understand what's happening on our machines," said Archibold, adding that "an employee's laptop can have multi-purpose use for work and family needs, so the cloud console not only makes it easy for us to know that the machine is protected but also lets us know which users might benefit from some helpful coaching on safe security practices."

In addition, with Malwarebytes EP and VPM running on the same, unified platform, it's simple for Archibold and his team to centrally oversee endpoint security needs. "Malwarebytes is super easy to manage; it takes me less than an hour to train a new team member on the product. It's very straightforward and user friendly," said Archibold.



### Adopted cloud strategy

that provides central visibility into endpoint security health



### Gained excellent vendor relationship

that focuses on service and sharing innovation plans



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