Q&A with Kaas Tailored's Joe Mrazik

Featuring Joe Mrazik, network administrator at Kaas Tailored

Tell us about your process for choosing VMware Carbon Black.

Prior to enlisting VMware Carbon Black, we had a compromised machine and engaged our current legacy antivirus (AV) solution, but found results inconclusive. Despite all the AV tools we ran on that machine, the compromise was undiscoverable and it ultimately migrated to the domain controllers. The team fought for an entire week before we gained stability in the system. Due to the amount of time that was wasted on the process, we evaluated our existing security infrastructure and realized our legacy AV was not fulfilling our needs. As we began to look for a new security vendor, someone mentioned VMware Carbon Black as an alternative to consider. After comparing VMware Carbon Black Cloud Endpoint Standard™ to our current solution, it made sense to switch. The value I've seen in the past few months continues to validate why we went with VMware Carbon Black.

What is the value you've seen since using VMware Carbon Black?

As for many teams, phishing attacks are the most popular form of attack. At Kaas Tailored, an employee clicked on a malicious email, which sent an email notification to the IT team within 30 seconds. This notification told us exactly what happened and allowed our team to solve the issue promptly. It was at that moment that I realized the power we had using VMware Carbon Black. When the issue came up again with another employee, Carbon Black Cloud Endpoint Standard took care of it immediately. The sense of relief that the team experienced after these phishing attacks was overwhelming. The Carbon Black Cloud Endpoint Standard interface and UI have gone through multiple iterations since we've had it, making it easier to understand and use. Carbon Black Cloud Endpoint Standard tells me exactly what happens, when it happens, and I no longer need to chase after unnecessary reports or logs.

How would you describe the value you have received from the VMware Carbon Black User Exchange Community?

At one point while using Carbon Black Cloud Endpoint Standard, we had client updates depleting the bandwidth of our network. I submitted a ticket to the User Exchange community and was promptly given a guided solution to solve the problem, saving my team time and effort. I enjoy the User Exchange because I know there's an actual VMware Carbon Black employee or customer out there willing to help.

INDUSTRY
Manufacturing

COMPANY SIZE
100+ employees

SECURITY CHALLENGES
- Traditional AV limitations
- Compromised machine

PRODUCT
- VMware Carbon Black Cloud Endpoint Standard™

KEY BENEFITS
- Immediate response time
- Easy-to-use interface

vmware® Carbon Black

How have your learnings from the greater security community influenced your security practice?

Since working in this industry and using Carbon Black Cloud Endpoint Standard, I've come to learn and appreciate the fact that there are tools out there that will help you do your job. The endpoint has become extremely important, and with all the other security products I've ever used, I felt I was always missing information or digging through log files to find anything relevant. Today, it would be difficult to find a security product that matches VMware Carbon Black.

"Carbon Black Cloud Endpoint Standard tells me exactly what happens when it happens. I no longer need to chase after unnecessary reports or logs."

JOE MRAZIK
NETWORK ADMINISTRATOR, KAAS TAILORED

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