

Carbon Black.



INDUSTRY

Retail

COMPANY SIZE

1,001-5,000 employees

SECURITY CHALLENGES

- + Traditional AV bogged down the network
- + Solution difficult to maintain and act on alerts

PRODUCT

CB Defense

CB ThreatSight

KEY BENEFITS

- + Better alignment with executives through clear reports
- + Reduced remediation time

SUCCESS STORY

OFS Prevents Breaches with Expert Threat Validation

Summary

Family-owned, community-driven company OFS provides contract furniture and logistical solutions to various markets worldwide. Rooted in a strong foundation of sustainability and craftsmanship, each department within the company takes those values seriously in their day-to-day operations, especially Security Technology Administrator Jeremy Wilkins. With the help of Carbon Black, Wilkins has been able to transform and improve OFS' backend technology with a security-centric focus, enabling the company to confidently and swiftly deliver their products and services.

A Complete Replacement

The OFS team needed a solution that would help Wilkins do his job, not add more effort to it. OFS previously used Symantec Endpoint Protection, which constantly ran scans and hindered performance. With a solution that bogged down the network whenever virus updates needed to be pushed, Wilkins determined it was time to take aggressive action in evaluating a new security solution. With the help of partner CDW Logistics and research from Gartner's Magic Quadrant, OFS found three vendors to test, considering deployment, time to value, interface and ease of use. Carbon Black performed top of the tier in every category.

After evaluating Carbon Black, Wilkins realized that with Symantec, "a full on-prem legacy AV solution, it was a nightmare to deploy, update, maintain and act on alerts. But a lot of the struggle was it just didn't do what Carbon Black does." As a result, OFS fully replaced Symantec with Carbon Black.

Significant Time Savings

Since using Carbon Black, the time spent responding to alerts and malware has decreased significantly. "Our time to value with your product was almost instantaneous. I'm spending less time tracking down false positives, and spending more time triaging and acting on legitimate threats. We don't bog down our internal network with legacy virus updates," says Wilkins on the value of Carbon Black.



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*Jeremy Wilkins
Security Technology
Administrator
OFS*

Expert Threat Validation

Carbon Black’s cloud-based platform coupled with managed alert monitoring and triage services provides OFS with the expert threat validation their leadership team needs. These CB ThreatSight reports provide valuable information that Wilkins and team are able to easily comb over, prioritize and forward to their security executives. “Our leadership team loves all the CB ThreatSight content. They love seeing the different OS versions on the report and top trending users who were hitting the report,” says Wilkins. CB ThreatSight has been very valuable as Wilkins is able to determine what exactly he needs to focus on, and not waste time or resources on less important alerts and tasks.

Remediation In 30 Minutes Or Less

Recently, the team had an incident with a weaponized Microsoft Word document. A file was received via email and shared internally with another user. Both users extracted the weaponized document and allowed macros, prompting the document to attempt to open a command interpreter. Carbon Black immediately terminated the process, saved both endpoints and alerted Wilkins on the incident. As Wilkins recalls, it was 30 minutes or less from incident to closure. “I was able to blacklist the file hash and delete the file from both endpoints from the Carbon Black dashboard. I got the alert, I triaged it and I called both users. I didn’t get out of my chair... and I slept like a baby that night.”

Conclusion

With Carbon Black following his lead, Wilkins can now dedicate more time on legitimate threats and less on the false positives, and feel confident knowing Carbon Black has his back in protecting the OFS environment.

Discover more companies who have found success with Carbon Black visit: carbonblack.com/customer-success

About Carbon Black

Carbon Black is a leading provider of next-generation endpoint security. Carbon Black serves more than 3,700 customers globally, including 30 of the Fortune 100. As a cybersecurity innovator, Carbon Black has pioneered multiple endpoint security categories, including application control, endpoint detection and response (EDR), and next-generation antivirus (NGAV). Leveraging its newly introduced big data and analytics cloud platform – the Cb Predictive Security Cloud – Carbon Black solutions enable customers to defend against the most advanced cyber threats, including malware, ransomware, and non-malware attacks. Deployed via the cloud, on premise, or as a managed service, customers use Carbon Black solutions to lock down critical systems, hunt threats, and replace legacy antivirus. For more information, please visit www.carbonblack.com or follow us on Twitter at [@CarbonBlack_Inc](https://twitter.com/CarbonBlack_Inc).

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