



Industry

Remote Support Software

Environment

More than 500 endpoints and servers

Security Challenges

- Lacked visibility into activities on endpoints and servers
- Unable to prevent unauthorized changes to systems
- Malware proliferation

Solution

Carbon Black Enterprise Protection

Key Benefits

- Real-time visibility into all endpoints and servers
- Policy-based security prevents unauthorized software from running
- Improved ability to detect and prevent advanced threats before they cause damage

Leading Remote Support Software Company Uses Carbon Black to Ensure Visibility and Security of All Endpoints and Servers

Carbon Black delivers continuous real-time visibility and prevention, along with network security integration

Summary

A leading provider of enterprise remote support software relied on by thousands of customers in dozens of countries, this company had grown quickly and was concerned about its vulnerability to advanced threats and targeted attacks due to lack of visibility into activity on its endpoints and servers. Carbon Black provides the company with insight into changes being made on its systems and prevents unapproved software and applications from running.

The Challenge

With thousands of customers worldwide—ranging from IT outsourcers, systems integrators and software vendors to healthcare organizations, law firms and financial institutions—this top remote support software provider needed to ensure that the endpoints and servers so vital to its operation were protected against today's threat landscape.

In particular, the fast-growing company knew it needed better visibility into its environment, especially changes made to its systems. The company also wanted to integrate its network and endpoint security.

After using Carbon Black's online trust assessment tool, the company scheduled a proof of concept of Carbon Black Enterprise Protection to demonstrate its ability to deliver continuous, real-time visibility on endpoints and servers. During the POC, Carbon Black discovered potentially malicious files on one machine that had gone undetected by other security products.

That level of visibility, coupled with policy-based prevention that enables the company's security team to ensure that only trusted software can execute, made Carbon Black the clear choice for the firm's security needs. In addition, Carbon Black's ability to integrate with leading network security products, in this case FireEye, sealed the deal.





Commitment to Customer Privacy

At Carbon Black, we protect the identities of our customers as effectively as we protect them from advanced threats.

That's why this case study is presented without naming our customer. If your business becomes a Carbon Black customer, we'll protect your identity.

The Result

The company, one of the fastest growing in North America, now has a strong security posture and the confidence that comes from knowing that end users cannot install and run unauthorized software applications. It can now see all activity on every endpoint and server, enabling it to prevent even the most advanced threats from infecting its systems and the vital information on them.

About Carbon Black

Carbon Black leads a new era of endpoint security by enabling organizations to disrupt advanced attacks, deploy the best prevention strategies for their business, and leverage the expertise of 10,000 professionals to shift the balance of power back to security teams. Only Carbon Black continuously records and centrally retains all endpoint activity, making it easy to track an attacker's every action, instantly scope every incident, unravel entire attacks and determine root causes. Carbon Black also offers a range of prevention options so organizations can match their endpoint defense to their business needs. Carbon Black has been named #1 in endpoint protection, incident response, and market share. Forward-thinking companies choose Carbon Black to arm their endpoints, enabling security teams to: Disrupt. Defend. Unite.

2016 © Carbon Black is a registered trademark of Carbon Black. All other company or product names may be the trademarks of their respective owners. 20160106 MMC

**CARBON
BLACK**
ARM YOUR ENDPOINTS

1100 Winter Street
Waltham, MA 02451 USA
P 617.393.7400 F 617.393.7499
www.carbonblack.com