

# American Financial Resources protects sensitive data

Gaining critical defense against attacks

## INDUSTRY

Financial Services

## BUSINESS CHALLENGE

Protect customer and partner data from being compromised by malware or ransomware

## IT ENVIRONMENT

McAfee antivirus, cloud-based data center

## SOLUTION

Malwarebytes Endpoint Security

## RESULTS

- Achieved critical defense with low total cost of ownership
- Stopped ransomware and phishing attacks from succeeding
- Increased team productivity, eliminating need to reimagine machines

## Business profile

Established in 1997 and based in Parsippany, NJ, American Financial Resources (AFR) has evolved, adding both business-to-business (AFR) and business-to-consumer (eLEND) residential mortgage divisions. They serve thousands of mortgage brokers, bankers, lenders, homeowners, homebuyers, realtors and contractors nationwide with their residential financing needs. They have funded over \$3.5 billion in the past year alone and have helped over 100,000 families fulfill their dream of homeownership during the past 20 years. With responsibility for personal, financial, and business data, AFR uses Malwarebytes to help protect against advanced threats like ransomware.



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—Bill Packer, Chief Information Officer,  
American Financial Resources

## Business challenge

Protect customer and partner data at all costs  
Mortgage financing involves the kinds of data that identity thieves and other cyber criminals want badly. Documents and communications include social security numbers, bank account information, addresses, birthdates, and other personal information. Business partners also exchange financial, business plan, and other confidential information. Customers and partners trust AFR to keep data secure.

“We are single-mindedly focused on taking appropriate measures to protect that data,” said Bill Packer, Chief Information Officer for AFR. “That means deploying the most advanced capabilities possible.”

The AFR team began to see a rising number of cyber threats and malware getting through to its users’ computers. Several



times a month, the team would have to reimage a machine to remove Trojans, toolbars, Potentially Unwanted Programs (PUPs)—even ransomware.

“Certainly for financial services companies, ransomware is an ongoing threat,” said Packer, “and zero day vulnerabilities are a constant concern. Traditional antivirus solutions often miss those, so we decided to look for another layer of protection.”

## The solution

### Malwarebytes Endpoint Security

When AFR started looking for protection against ransomware and malware, its primary requirement was great value. Packer said that there are lots of powerful, sophisticated products on the market, but they demand more security expertise and continuous management to be most effective. AFR also wanted a feature-rich solution that’s continuously updated.

“Malwarebytes met our requirements,” Packer said. “It delivers the critical defenses we need to make sure that anything malicious or suspicious that achieves access to a desktop is identified, quarantined, and destroyed appropriately.”

AFR uses Microsoft SCCM to distribute Malwarebytes Endpoint Security to its endpoints and keep them

updated. An automated process regularly checks all of the computers to make sure that they’re running the latest update of Malwarebytes.

### Always-on protection

“Malwarebytes just runs,” said Packer. “It’s like electricity—it protects us all the time. We’re no longer re-imaging machines, which is a relief from a productivity perspective. It helps us make sure that we’re protecting the data that we’re entrusted with.”

AFR conducts regular penetration testing and earned a high score in its most recent test. Even though an employee mistakenly clicked on a phishing email, Malwarebytes and the company’s other systems detected it. The attacker failed to retrieve any information.

### A high level of protection

Packer says that Malwarebytes passes the sleep test—he sleeps better at night knowing that AFR is protected. And he has been able to focus his networking team on other projects, because they don’t have to spend time dealing with malware issues.

“We take information security extraordinarily seriously,” said Packer. “I feel good when I present our results to our CFO. We’re staying protected without having to hire an army of security experts to keep our data safe.”

## | About

Malwarebytes is the next-gen cybersecurity company that millions worldwide trust. Malwarebytes proactively protects people and businesses against dangerous threats such as malware, ransomware, and exploits that escape detection by traditional antivirus solutions. The company’s flagship product combines advanced heuristic threat detection with signature-less technologies to detect and stop a cyberattack before damage occurs. More than 10,000 businesses worldwide use, trust, and recommend Malwarebytes. Founded in 2008, the company is headquartered in California, with offices in Europe and Asia, and a global team of threat researchers and security experts.

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