

Vehicle reseller puts the brakes on cyberthreats to protect vehicle resale business

Instantly detects and remediates endpoint security breaches



THE COMPANY

Founded in 1982 with a single salvage yard in California, the company today is a global leader in online vehicle auctions and a premier destination for vehicle resale and remarketing. The company operates in 190-plus locations across 11 countries, and offers more than 125,000 vehicles for auction daily.

THE CHALLENGE

When your car is in an accident, at the end of its life, or destroyed in a disaster such as a flood or earthquake, somebody has to reclaim it. That "somebody" is often this company.

The reseller works with insurance companies to process titles and resell vehicles damaged beyond repair or recovered from theft. The company then auctions these vehicles online to body shops and salvage buyers to return value to the insurance company. They have millions of recovered vehicles in auto yards worldwide, including mobile yards that process vehicles at a disaster site.

Phishing attacks and ransomware, though, were disabling PCs used in the yards and at headquarters to process, manage and market the vehicles. Their previous endpoint security solution was less than optimal. With limited visibility and manual forensic tools, the security team simply could not investigate and remediate affected PCs fast enough.

"With our old solution, it took some effort to clean up after a cyberattack," said the company's information security engineer. "Our PCs being down that long slows vehicle processing, which could impact our revenue and customer satisfaction."

THE SOLUTION

To address the problem, they evaluated multiple endpoint security solutions. Since Bitdefender ranked #1 in studies by leading independent security analysis firms and provided the best overall detection and clean-up rate, the company chose cloud-based Bitdefender GravityZone Advanced Business Security.

Industry

Vehicle recovery and resale

Headquarters

U.S.A.

Employees

Approximately 4,000
(IT staff, 500)

Challenges

Prevent phishing attacks, ransomware and other cyberthreats from disrupting staff who process millions of recovered vehicles for insurance claims each year. Gain more visibility and control of global PCs and servers, eliminating time-consuming manual investigation and remediation.

Solution

Bitdefender GravityZone Advanced Business Security to improve detection and remediation rates for thousands of servers and workstations around the world.

Results

- Improved malware detection
- Reduced end-user downtime
- Saved hours per week for IT
- Lowered support costs
- Cut trouble calls from 2–3 per day to 1–2 per week

The company deployed Bitdefender GravityZone Advanced Business Security on thousands of servers and workstations in the U.S. and U.K. — most of them virtualized with VMware. Because the Bitdefender solution is a self-configuring, virtual appliance that easily integrates with VMware vCenter, the enterprise deployment took less than two weeks.

THE RESULTS

Since deploying Bitdefender GravityZone Advanced Business Security, the company improved its malware detection by an order of magnitude. When an attack is detected, Bitdefender automatically remediates the breach in seconds. This reduced end-user downtime significantly.

More efficient and effective endpoint protection also relieves IT from constant trouble calls. Previously, IT responded to two or three incidents per day, often escalating them to level-three engineers. Now, IT receives one or two calls per week, and they're handled by level-one support. This saves IT hours per week and lowers support costs by reducing the burden on high-value engineering talent. It also frees IT to focus on other projects, such as a new security information and event management (SIEM) solution.

As a cloud solution with deep visibility and control, Bitdefender GravityZone Advanced Business Security enables them to monitor and investigate cyber incidents on endpoints anywhere, including the laptop of an employee at the airport, from a central dashboard. This not only simplifies investigations but also helps enforce security policies and comply with country-specific requirements. For example, they had one customer that does not allow USB data access. With Bitdefender, the company was able to remotely disable USB ports across endpoints.

"When it comes to overall value, Bitdefender GravityZone is hand over fist better than anything else out there for endpoint security," said the company's head of information security and risk management. "We get highly reliable detection capabilities with advanced features like data loss prevention and web filtering at a great price point. It's enabled everyone in our company, from users to IT, to be more productive since we're no longer distracted and disrupted by endpoint security issues."

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Head of Information Security and Risk Management

Bitdefender Footprint

GravityZone Advanced Business Security

IT Environment

- Microsoft
- VMware

For more information visit:
bitdefender.com/business

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