



CASE STUDY REAL ESTATE

INDUSTRY Real Estate

ENVIRONMENT

- Over 680 endpoints, including Windows, Macs, three servers, and a mix of BYOD devices owned and operated by independent real estate consultants

CHALLENGES

- Maximize uptime for business-critical information systems
- Eliminate malware infections, keyloggers, and PUPs evading the incumbent antivirus product
- Reduce IT staff time spent restoring and re-imaging infected systems

SOLUTION

- Retire the existing antivirus solution and operationalize CylancePROTECT® on all company-owned endpoints
- Protect employee home systems with Cylance Smart Antivirus™



Property Brokers Take On

Cybersecurity

The Customer

[Property Brokers](#) is New Zealand's largest provincial real estate organization with 42 branches. Since its founding in 1986, the family-owned and operated business has earned recognition as New Zealand's leading provincial real estate brand and secured a dominant market share in virtually every region in which it competes.

The Situation

Property Brokers relies on a robust IT infrastructure to ensure that its far-flung network of property managers, real estate consultants, and support staff are always armed with up-to-date information on the more than 5,000 rental properties it manages for clients and the thousands of properties it lists for sale. When a glitch occurs, it not only inconveniences clients and staff, it can also derail a sale.

According to IT Manager Jeremy McClure, "It had become increasingly clear that our legacy antivirus product was no longer protecting us." At least once a week, a machine in the company's fleet would become infected with malware, requiring a technician to spend half his workday on re-imaging and restoration. McClure says, "We're a team of six charged with supporting more than 610 end-users, so it's essential that our endpoint protection produce maximum uptime and minimum fuss. The last thing we need is to have a system go down when we're in the midst of facilitating a transaction."

The breaking point for McClure came when a ransomware attack came straight through the existing security layers. “With the help of our security partner, Advantage, we were able to quickly identify and isolate the source of the infection and restore the encrypted data from our backup systems, but the restoration and cleanup process cost us a full day of operations,” he says.

The Process

McClure had been evaluating replacement endpoint security solutions for more than a year when he first heard about CylancePROTECT. “I was intrigued by Cylance’s innovative use of artificial intelligence and machine learning technologies and its prevention-first approach to endpoint protection. At the time, however, Cylance had very little presence in the New Zealand market, so I was unable to test it out for myself.” Fortunately, McClure learned soon afterwards that [Advantage](#), Property Brokers’ in-country IT solutions provider, had become a Cylance MSSP. “I immediately arranged for a site visit and CylancePROTECT demo.”

The proof of concept that followed was simple and straightforward. “We installed and configured CylancePROTECT on a small network of Windows and Macintosh machines and started scanning.” In short order, CylancePROTECT identified and automatically quarantined a wide range of malware strains, keyloggers, and PUPs that the company’s existing antivirus product had entirely missed. McClure and his team were also impressed by how quietly CylancePROTECT ran on the test machines. “We found CylancePROTECT to be effective, efficient, simple to install, and easy to manage,” he says. In October, 2017, McClure acquired licenses for all of the company’s endpoint systems.

McClure and his two technicians then embarked on a two-week road trip, visiting every Property Brokers branch to decommission the existing antivirus product and operationalize CylancePROTECT. “The process was seamless and a great opportunity for us to personally inform our end-user community about this major upgrade to our security posture,” McClure says.

The Results

Since implementing CylancePROTECT, Property Brokers’ endpoints have remained malware-free and McClure’s team no longer spends at least two days a month restoring and swapping out systems. “We’re fully confident that CylancePROTECT is doing exactly what it’s supposed to do,” he says. McClure is also moving swiftly to close another gap in Property Brokers’ security architecture. “Many employees log into our systems from their home computers in order to support clients during off-hours. We need to ensure that their credentials don’t get harvested because someone in the family has installed a sketchy application,” he says.

To prevent exploits like these, McClure is acquiring licenses to Cylance Smart Antivirus. “My hope is this will be widely adopted by employees for their home computers and made compulsory for staff with access to our most sensitive systems and data,” he says.

Overall, McClure is delighted that Cylance’s partnership with Advantage has made it possible to implement a prevention-first strategy at Property Brokers. “CylancePROTECT has become an essential component of our cybersecurity strategy. Now that Cylance is here in force, I strongly recommend that every New Zealand business take a close look at CylancePROTECT.”