Customer-at-a-Glance

Papparich Malaysia

Industry
Food and Beverage

Number of Staff
≈ 100 users

Website
http://papparich.com.my

Sophos Solutions
Sophos Endpoint Protection
Sophos Intercept X

Sophos Customer
Since 2016

Papparich Malaysia, synonymous with authentic Malaysian cuisine, has adopted Sophos Endpoint Protection and Sophos Intercept X to provide enterprise-class security for its network and endpoint.

PERFECT MATCH
70 Years Old Hainan Meets 6 Years Old Stevia

'I was extremely impressed with the support and services provided by Sophos and InfoCrest Technologies, which helped to facilitate a smooth and seamless transition to the new solutions.'

MR WH LIM
IT Manager, Papparich Malaysia

Founded in 2005, Papparich has become one of Asia's top brands and is well known for offering authentic Malaysian cuisine. Papparich has 83 outlets in Malaysia, with branches in 11 countries including Singapore, Australia, Hong Kong, South Korea, and United States of America.

Business Challenge

Papparich Malaysia's existing endpoint solution was hit by ransomware just two months after implementation. The solution did not have adequate capabilities to detect and prevent ransomware. As a result, Papparich lost some of its crucial data. It was not possible to retrieve those files, as there was no backup available. The ransomware attack created concerns among the employees, causing temporary disruption to business operations. The IT team also had to work overtime to minimize the impact of the ransomware attack and resume business operations quickly.

Technology Solution

What Papparich Malaysia needed was a next-generation endpoint protection solution to identify and combat malware, ransomware, and unknown threats. The solution needed to detect threats even if they have bypassed other preventative methods and provide root cause analysis to show how malware was introduced – and the damage it caused before it was removed.

System integrator and reseller InfoCrest Technologies recommended Sophos Endpoint Protection and Intercept X, and the IT team was impressed with the next-generation security features, multiple layers of advanced technology, ease of use and maintenance, and cost-effectiveness the products provided.

InfoCrest Technologies deployed Sophos Endpoint Protection and Intercept X on 100 computers and servers at the headquarters of Papparich Malaysia. The next-generation endpoint protection and robust anti-ransomware features enabled the Papparich IT team to gain real-time intelligence on threat variants without the need for file scanning, detect unknown and advanced threats within seconds, and block ransomware before it could lock up the system.

Business Results

After implementation, there have been no security incidents at Papparich Malaysia. By correlating threat indicators, Sophos Endpoint Protection blocks web and application exploits, dangerous URLs, potentially unwanted apps, and malicious code from the endpoints.

The 360-degree visual analysis function in Sophos Intercept X also enables the IT team to find out exactly where the attack came from, what it affected, where it may have stopped an attack, and recommend actions to prevent a similar attack in the future.

"Sophos Endpoint Protection enables us to easily monitor user activity through its bundled offering of web, application, and peripheral control. As for Sophos Intercept X, as a next-generation security product that stops zero-day malware and ransomware, it definitely enhances the overall security management across the organization while safeguarding our endpoints," said WH Lim, IT Manager, Papparich Malaysia. "We really appreciate that we are getting advanced protection with minimal impact to system performance."

To learn more about Sophos Intercept X

Visit www.sophos.com/intercept-x

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