



## Customer Stories: **NonLinear Tech**

**“Identify and remediate a spam botnet putting our customer’s business at risk”**

### **NONLINEAR TECH**

#### ***NonLinear Tech***

Grand Rapids, MI

#### ***The Problem***

- Immediate solution for a key customer infected by a spamming botnet..
- Information required to identify and remediate infected customer hosts
- Ongoing protection for customer against viruses, zero-day attacks and criminal malware.

#### ***Customer Overview***

NonLinear Tech is an IT consulting firm that provides a broad range of services ranging from hardware and software to purchasing and training to its customers in Western Michigan. In addition to consulting, NonLinear also provides outsourced IT services and support for small and mid-sized business (SMB) customers.

#### ***Examining the Issue***

One of NonLinear’s consulting clients found that that email from its domain was being frequently blocked as spam. NonLinear suspected botnets were being used to send spam from the customer’s environment, but were unable to identify the infected hosts. As the infection was resulting in the company being blacklisted, effectively preventing email communication with customers and partners, a solution was quickly needed

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## How ThreatStop solved it:

NonLinear needed a solution that could immediately be deployed to block communication with IP addresses associated with the botnet operator, and to provide the information needed to identify and remediate the infected hosts. After analyzing 4-5 other vendors, NonLinear realized that only ThreatSTOP provided the ease of configuration and deployment needed to rapidly address the threat.

## Results:

Upon deploying ThreatSTOP, NonLinear was quickly able to block outbound communication between the customer's hosts and the external "bad" IP addresses. NonLinear was also then able to rapidly identify and remediate the infected hosts in the customer environment. After deploying ThreatSTOP, NonLinear's customer realized the following benefits:

- Remediation of botnet infection in under a day.
- No new hardware or software required.
- 200-300 attacks now being blocked per month

With ThreatSTOP's industry leading IP reputation solution, NonLinear was able to quickly address the customer's business-critical challenge, while also providing long term protection against viruses, zero-day exploits, criminal malware and other threats.

Given the success with this customer, NonLinear is now seeking to bring the ThreatSTOP solution to all of its customers, many of whom struggle to keep with recommended virus updates and patches needed to provide even the most fundamental protection.

*"ThreatSTOP was able to help us rapidly identify and remediate a spam botnet that was putting one of our customer's business at risk. As a result of success we've had with ThreatSTOP we're strongly recommending it to all of our clients."*

-John Verbrugge  
Principal, NonLinear Tech



## The Solution

- Solve botnet issues for in less than a day.
- No additional investment in hardware or software needed
- DDOS and brute force attacks now stopped at the perimeter: 200-300 every month.

Threat **STOP**™

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