

Quick Facts

Customer:

Fetco™ Home Decor,
Randolph, MA

Challenge:

Fetco Home Decor was experiencing a rampant outbreak of the W32.changeup virus. The virus was extremely persistent in that users were being re-infected whenever they connected to the organization's file server. The Fetco CFO needed a way to isolate and fix the problem once and for all and prevent future infections from occurring.

Comodo Solution:

Comodo's Business & Enterprise Support Team (BEST)

Comodo Endpoint Security Manager (CESM)

Comodo Antispam Gateway (CASG)

Customer Benefits:

- W32.changeup virus was eradicated and the risk of reinfection was eliminated
- The original virus came through email so ASG was deployed to proactively protect the system
- ESM provided protection from a malicious virus outbreak that was not detected by the antivirus solution in-place

Customer Case Study

Fetco Home Decor replaces incumbent antivirus and managed email service with ESM & ASG after custom remediation by Comodo

Overview:

Fetco™ Home Decor, a leading designer and wholesaler of photograph frames, photo albums, wall decor, office decor, and home accent pieces founded in 1974, discovered a virus outbreak within the firm. Although AVG Antivirus was being used as the company antivirus protection software on the firm computers and MX Logic (now McAfee SaaS) was being used for managed email protection, the firm was still infected. The Fetco Home Decor Chief Financial Officer contacted their managed service provider, MSP, one of the nation's leading IT services companies providing consulting to thousands of organizations across the nation through local offices in over 25 cities with more than 500 engineers, for assistance.

Then, the MSP's team reached out to an IT security expert for assistance who had previous experience with Comodo's Business & Enterprise Support Team (BEST) to de-contaminate another organization and recommended them for this problem. Comodo's BEST remotely assisted the security expert to identify the virus infection and developed a piece of custom software to promptly remove the virus. The team was able to trace the root cause of the virus and discovered that the outbreak was introduced via a malicious email.

Situation:

After being infected with a serious and persistent virus outbreak that existing antivirus and managed email solutions missed, Fetco Home Decor needed to remediate and proactively protect their corporate environment from future risk. Based on the experience, the Fetco team made the decision for their MSP to remove the existing antivirus software provider and deploy Endpoint Security Manager from Comodo. The unique Default Deny™ Architecture and patented Auto Sandbox™ Technology would ensure that this, or any other virus, could not infect the computers of the firm.

The existing managed email protection service was also removed and switched to Comodo's Antispam Gateway service, providing the ability to prevent and filter malicious attachments, virus and malware threats, phishing attacks, and automated spambots while reducing the overall amount of junk mail.

Customer Spotlight:

Fetco™ Home Decor, Inc. is a leading designer and wholesaler of photograph frames, photo albums, wall decor, office decor, and home accent pieces. Fetco's products are branded under the company's proprietary Fetco Home Decor label and have sold millions of frames and decorator items since its founding in 1974. In addition, Fetco provides private label products and assist customers with their direct sourcing of frames, albums, wall decor, office decor, and home accent pieces. Fetco's headquarters are in Randolph, MA, with other offices located around the globe.

"We really thought we were protected by our existing AV and managed email service. This virus was a drain on our resources. The experts from Comodo and our MSP got us fixed and provided a real approach for security. We will no longer take for granted that all solutions are created equal"

Michael Ricciarelli, CFO

Approach:

The Comodo Business & Enterprise Support Team worked with the IT security expert & MSP to analyze the Fetco environment and wrote custom software to remove the infection. The migration away from the former managed email service to Comodo's ASG was extremely simple. Since ASG is a cloud-based service, they just redirected the firm's MX records to point to the CASG cloud-based servers which immediately started mail filtering. The MSP engineers worked to replace the existing antivirus software with ESM to further eliminate the risk of infection. The new environment provided an advanced layered approach with ASG at the perimeter providing the first line of defense by actively filtering malicious attachments and virus and malware threats before they even hit the company network. Finally, ESM added its innovative 5 layers of proactive, persistent protection to help ensure Fetco was virtually impenetrable by malware and virus threats — especially unknown executable files.

Business Improvements:

Fetco Home Decor has realized several benefits as a result of the migration to ESM & ASG, most notably a significant reduction in the risk of re-infection. Although the firm was using the appropriate antivirus and managed email tools, they proved ineffective at keeping the firm from getting infected and re-infected. The removal of the harmful effects of the W32.changeup virus from the company network has led to a return to productivity of the management and the company workforce.

Results:

Comodo's Business & Enterprise Support Team was able to work with the IT security expert & MSP to effectively analyze the problem on the Fetco Home Decor corporate environment and develop a custom solution to quickly remediate the W32.changeup virus infection. Comodo was able to provide a cost effective and efficient solution to address the significant problem that malicious attachments and virus and malware threats in email had become for the firm while providing a cost saving on the incumbent solution. The migration to [Endpoint Security Manager](#) further enhanced the layered defense approach which significantly reduced the firm's exposure risk with implementation of Comodo's persistent patented Auto Sandbox Technology. The net result is reduced risk, enhanced productivity, and a satisfied customer.

About Comodo

Comodo is a leading provider of trust-based, Internet security products for organizations of every size. Comodo's offerings range from SSL certificates and antivirus software to endpoint security, mobile device management and PCI compliance. Clients utilizing Comodo security products include Morgan Stanley, Comcast, Sears, Time Warner, and Merck among others. Comodo is headquartered in Clifton, New Jersey with additional offices in the UK, China, India, Ukraine, and Romania.

To learn more please visit www.comodo.com