

# Triotech Amusement Swings Into Security That Instills Confidence

Since 1999 Triotech Amusement has been delighting families across the world with more than 3,000 multisensory interactive 3D rides, attractions, media-based rides and ride simulators. Based in Montreal, Canada and with over 200 employees, Triotech places a priority on delivering a great experience, which spans from the initial ride design through to development, installment, and ongoing maintenance to make sure guests can enjoy the ride over and over again.

This emphasis on experience is an important factor for the company's cybersecurity as well. With a lean IT team of two that manages everything from the company's infrastructure to its security operations, Triotech's cybersecurity vendors must deliver an outstanding product and support experience. Using Carbon Black for endpoint protection, however, was creating challenges.

Carbon Black was producing a high volume of alerts, many of which were false positives, that required too much effort for the team to sort through to find the ones that were really important. Without much vendor support to find a balance in the configurations to get the right type of alerts, the IT team was left on its own and didn't have peace of mind that things were set properly.

Ultimately, the team decided to move to a new vendor solution that could provide a better experience, and they made the switch to ThreatDown, powered by Malwarebytes.



## Triotech

### Partner-At-A-Glance

#### Customer

Triotech Amusement

300 endpoints

#### Industry

Entertainment

#### Displaced Solution

Carbon Black

#### ThreatDown Solutions

ThreatDown Nebula Platform,  
including:

- Endpoint Detection and Response
- Endpoint Detection and Response for Servers

#### Results

- Full-featured EDR product at great price value
- Effective security that brings peace of mind for a busy IT team
- Hands-on onboarding experience that set the company up for success

**“With Malwarebytes, we don’t just get a full-featured EDR product with great price value, we’re getting the whole experience that comes with it — a strong vendor relationship and expert security support.”**

Francois Riopel, IT Manager  
Triotech Amusement



## Gaining a hands-on vendor experience

Deploying ThreatDown Endpoint Detection and Response (EDR) across the company’s 300 endpoints was a smooth roll out for Triotech with guided support from the Malwarebytes team. “I’d have to say the experience in itself has been a big part of our confidence and satisfaction with Malwarebytes, like the support we had with deployment and making sure that everything was configured properly,” said Francois Riopel, IT Manager at Triotech Amusement.

Beyond assistance with the initial deployment, Triotech’s vendor support also includes regular touchpoints with their customer success manager who helps make sure the company is taking full advantage of new features and that the product is working optimally. “We’re a very small team without dedicated resources for cybersecurity, so that kind

of help and expert backup from Malwarebytes means a lot for our success and positive vendor relationship,” said Riopel.

## Enjoying peace-of-mind security

Knowing that there’s always the possibility of an attack occurring, Triotech was steadfast in the plan to adopt an EDR solution and pleased with ThreatDown, powered by Malwarebytes’ full-featured EDR capabilities, which also provided a great price value.

“Beyond the product’s comprehensive protection features, ThreatDown EDR also provides us with essential threat detection and attack response techniques. Its completeness in functionalities was very compelling for us, knowing that we’re providing the best security for the company,” said Riopel, adding that “we have peace of mind with ThreatDown EDR

in place, and you can’t put a price tag on that. That is priceless.”

In addition to gaining confidence in Triotech’s security posture, the IT team also has a highly tuned solution that’s easy to use and saves time each week, not having to deal with false positives or configuration settings. Machines across the Triotech environment have powerful EDR protection that’s also lightweight and doesn’t impact machine performance.

“The cloud console is really user friendly, which made it simple for our team to ramp up quickly. The onboarding support from Malwarebytes was also a big part of how easy it was for us. And with the EDR product configured so well, we don’t have to deal with false alarms or reconfiguring every time someone wants to access something. That alone has saved a couple hours every week just not having to deal with those kinds of things,” Riopel explained.



“The great part about Malwarebytes is that the EDR has all the functionalities we want in a solution without the high price that others charge. Our satisfaction is not just about the software itself, it’s also about the whole vendor relationship and the security knowledge Malwarebytes brings. Our team has been working in IT for decades, but we don’t have the time to devote to cybersecurity. Having the security expertise and support as part of that whole Malwarebytes experience is a great help to us.”

Francois Riopel, IT Manager  
Triotech Amusement

## Great customer satisfaction— from the product to support

The Triotech IT team runs lean with a lot of projects to tackle every day. Now, with ThreatDown, powered by Malwarebytes, in place supporting key cybersecurity needs, they can focus their attention on other strategic projects. Riopel explains that the customer satisfaction with Malwarebytes goes beyond the good software to the collective engagement with Malwarebytes:

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**2 hours/week  
saved IT time**

no longer dealing  
with noisy and  
false alarms



**Great vendor  
relationship**

that supports Triotech  
with ongoing security  
guidance



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