ClinITech

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Jason Toth, CEO and Director, ClinITech

Industry: **Healthcare**
Country: **Australia**
Number of seats: **500+**
Product: **ESET Endpoint Security**
www.clinitech.com.au

CUSTOMER

IT specialist ClinITech is helping transform IT security and management for healthcare organisations across Australia. At the heart of communities throughout the country, this highly-specialised sector depends on a wide range of bespoke software to deliver services on a day-to-day basis.

"The average medical clinic we work with has around 6-8 programs that are used exclusively in healthcare, only in Australia, and yet are vital to their operations," explains ClinITech Director, Jason Toth. *"There's the obvious ones like Medical Director...but there's also the plethora of other more minor, but vital programs. And, of course, if even one doesn't work properly, it can be anything from a hassle to a real disaster."*

Working closely with GPs and clinics in his role with BoxTech (ClinITech's parent company), Jason experienced first-hand how ineffective IT security solutions were hindering dedicated healthcare professionals. The sector needed a better way, and ClinITech was born.

CHALLENGE

Medical clinics in Australia are governed by strict rules when it comes to IT security. However, Jason found that these rules were rarely implemented properly in practice. This was because of compatibility issues with the specific software the clinics had to use and the IT security solutions already in place.

"All good quality antivirus companies will test their products for compatibility with common software," says Jason. *"But when you get into specialised fields - such as healthcare - suddenly compatibility is much more of an issue, as chances are the programs used in a country like Australia will not even be known about elsewhere, let alone carefully tested."*

Jason needed a solution for his healthcare clients that meant they could meet the strict rules in place and, crucially, focus more of their time and energy where it mattered most: helping patients.

SOLUTION

When working for BoxTech's first healthcare client over 10 years ago, Jason uncovered major security issues. Already familiar with the power and simplicity of ESET products, he used NOD32 to solve the problem and hasn't looked back since.

"We tested all the competitors and continue to do so each year. Other antivirus software that performs at ESET's level of security and performance causes major hassles when used with a full range of modern healthcare software."

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"It's also convenient for us as (ESET) partners, being able to quickly get the licences we need on the spot, thereby not wasting our time or clients' time with tedious order processes."

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