★ ★ ★ ★ ★

"No single vendor, including Microsoft, catches everything. When you stack ESET on top of Microsoft, you're not duplicating effort, you're closing security gaps that no single solution can address."

- Adrian Ghira,
Managing Partner & CEO,
GAM Tech

HOW GAM TECH USES ESET TO PROTECT CLIENTS, SIMPLIFY SERVICE DELIVERY, AND GROW ITS MANAGED SECURITY BUSINESS.

The Gap:

BUILT-IN SECURITY WASN'T ENOUGH

For MSPs, cybersecurity is now table stakes. Clients expect strong protection across Microsoft 365, endpoints, cloud apps, and identities, but most SMBs do not have the time, tools, or in-house expertise to manage it all themselves. That puts MSPs in the middle, responsible for delivering stronger security without adding more operational drag.

As GAM Tech's client base grew, email security became harder to manage across tenants. Inconsistent configurations, client blind spots, and reactive triage made it difficult to maintain the level of protection SMB clients expected.

The biggest issue was the gap between "reviewed" and "safe." Microsoft 365 was clearing messages that ECOS later identified as real threats. For GAM Tech, that proved built-in protection alone was not enough for SMB clients.

Balancing Protection and Budget

GAM Tech chose ESET because it fits the way MSPs work. The platform combines strong detection, lightweight endpoint protection, centralized management, and an MSP-friendly model.

- Protect more of the client environment: Protect endpoints, email, cloud apps, identities, and servers through one expandable security portfolio.
- Manage every tenant from one place: Use ESET PROTECT and ESET Cloud Office Security to manage policies, monitor detections, and get a unified view across Exchange Online tenants.
- Add an independent security layer: Use ECOS and ESET LiveGuard Advanced to scan after Microsoft 365's native protection, including cloud sandboxing for suspicious files.
- Expand recurring security revenue: Expand into cloud office security, extended and managed detection and response, encryption, vulnerability and patch management, and security awareness training.

730
malware events stopped by ECOS

1,153
phishing attempts intercepted by ECOS

The Proof:
THREATS MICROSOFT MISSED, ESET CAUGHT

In one 90-day period, ECOS stopped:

- **730 malware events**
- **1,153 phishing attempts**

Microsoft had already reviewed and allowed those messages through. These were not messages Microsoft Defender flagged and passed along anyway. Microsoft called them clean. ECOS disagreed.

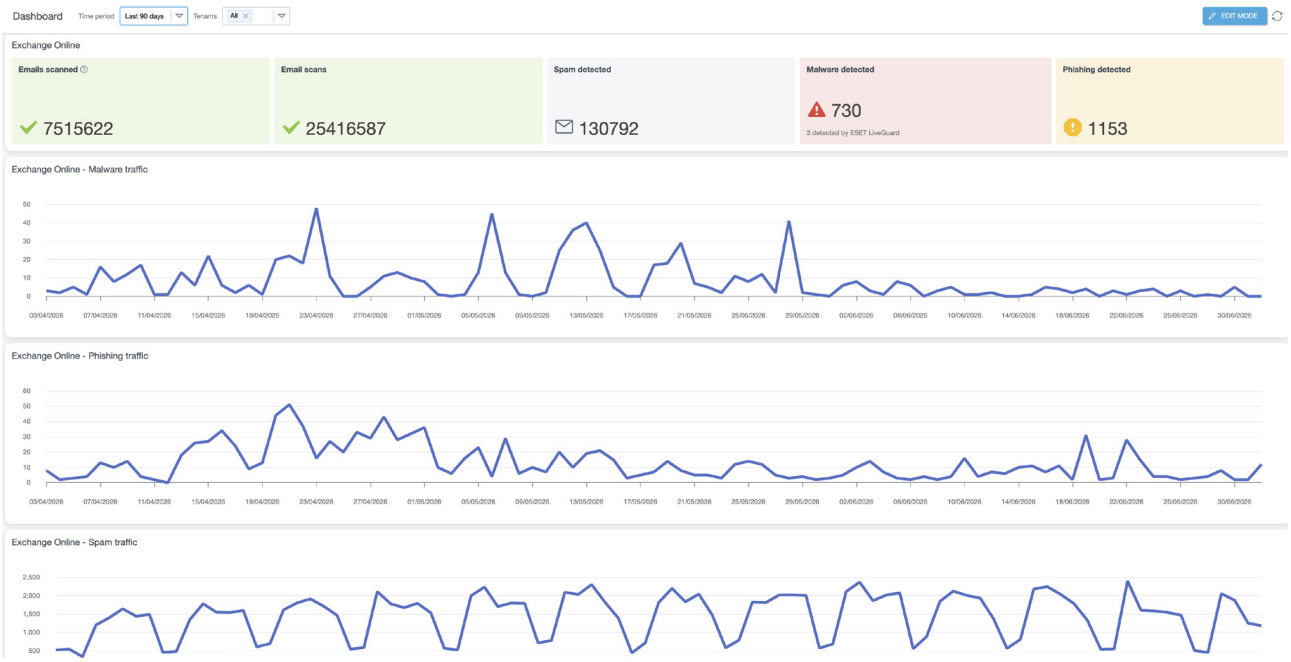
That is the value of layered security: an independent second layer that helps stop threats before they reach a client inbox.

With ESET LiveGuard Advanced, suspicious files are evaluated in a cloud sandbox by an independent threat intelligence engine, giving GAM Tech the kind of second opinion that can help clients stay ahead of incidents instead of reacting after the fact.

The MSP Payoff:
LESS TRIAGE, MORE VALUE

For GAM Tech, ESET makes managed security easier to run day to day. Centralized management cuts down routine admin. Lightweight agents help keep devices running smoothly. Reporting makes client conversations easier. ECOS works quietly in the background without the team needing to babysit it.

The result is stronger protection for clients and a more scalable security practice for GAM Tech. Less time spent on email security triage means more time for higher-value client work, clearer proof of value, and more room to grow recurring security revenue.



Source: Partner-provided ESET PROTECT dashboard, covering the 90-day period from April 2026 to June 2026.

Partner Snapshot

GAMTech
Leave I.T. to us!

Headquartered in Calgary, Alberta, GAM Tech is a managed service provider serving SMBs across Canada. It supports more than 5,000 users across 150+ offices, managing endpoints, servers, cloud services, and remote devices. A back-to-back ESET MSP Partner of the Year in 2024 and 2025, GAM Tech uses ESET to deliver scalable managed security services, strengthen client protection, and grow its recurring security business.

ESET is the largest EU-based B2B cybersecurity provider, protecting over 1 billion users and over 600,000 businesses globally. Privately owned by its original founders and growing every year since 1987, ESET delivers AI-native prevention, powered by 11 global R&D centres, including Montreal, which specializes in APT research. With 24/7 MDR, a Canadian data centre, and 2.5 billion URLs processed daily, ESET combines world-class threat intelligence with local support to keep Canadian organizations secure and uninterrupted: ***eset.com/ca***

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