Mitsubishi Motors Corporation, Japan

"I thought it was normal that security software installed on PCs caused slowdowns. But ESET is very much different. It does its job in the background without us even noticing."

Hirokazu Minoguchi, Mitsubishi Motors IT Division Expert

Country: **Japan**

Website: **www.mitsubishi-motors.com**

Product: **ESET Endpoint Protection Standard**

No. of licenses: **9 000**

CUSTOMER

Mitsubishi Motors Corporation is a multinational automotive manufacturer headquartered in Tokyo, Japan. The company had more than 29,604 employees as of March 2017.

A BETTER SOLUTION SOUGHT

Mitsubishi Motors constructs and operates its own information system, which is used by more than 100 of its affiliated sales companies. Although the company had introduced antivirus software aiming to standardize security measures, the solution they were using had become a liability. The solution in place proved to be disruptive of day-to-day operations, causing network congestion as the company's 9,000 workstations were attempting to update virus definitions files. In addition, the previous vendor was not able to respond to problems with timely or adequate support, and no Japanese personnel was available to answer inquiries. **When looking to replace the antivirus software installed on its 9,000 computers, Mitsubishi Motors sought a solution with light virus definition files to help drastically reduce network load**. What's more, they were looking to get rid of business interruptions brought about by the excessive volume of the virus definition file, network congestion, and the growing cost and operational load on servers and lines.

MAKING THE CHANGE

It was a generally accepted premise at Mitsubishi Motors that no improvement through alternatives could be expected unless the company's network and infrastructure were enhanced. However, these concerns were negated by the introduction of a solution from ESET. **Without any modification to the company's existing infrastructure, the light footprint of ESET antivirus definition files helped reduce the network load to less than 15 percent of the previous level**. Hirokazu Minoguchi, Mitsubishi Motors IT Division Expert, says that *"using the extra room created in the network, we are now able to distribute security patches as well. We believe that if we had not introduced ESET, it would have been impossible to implement security-patch distribution."*

KEY BENEFITS FOR MITSUBISHI

- **Drastically reduced network usage and improvements in the operational load.**
- **Significant results in operational cost reduction, including licensing costs.**
- **Network load reduction: user stress caused by security software was eliminated.**
- **Security software replacement on a conside-rable number of computers in a short period of time.**
- **User support was accelerated with prompt technical support.**

He continues: *"I thought it was a given that security software installed on PCs caused slowdowns. But with ESET the difference is very clear – it runs in the background without us even noticing."*

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ESET®Case Study

EFFECTIVENESS OF ESET DETECTION

Minoguchi remarks: *"ESET has strong virus detection accuracy. Unlike the previous security software, which IPS-detected viruses could permeate, ESET is able to report even such a situation. In addition, its client administration tool, ESET Remote Administrator, can comprehend the update status of the virus definition files on all of the PCs and efficiently perform log collection. It is a superb administration tool."*

Since the change, Mitsubishi Motors has also seen significant improvement in technical support, as well as the service quality provided to its users. Minoguchi states: *"We are satisfied with the quality of this support service because previously we were not able to receive any response, even when requested, let alone immediate solutions."*

THE SOLUTION'S COST-EFFECTIVENESS

On the overall cost-effectiveness of ESET Endpoint Protection Standard, Mitsubishi's IT expert sums up his company's experience: *"We have achieved significant positive results in our operational cost reduction, including licensing costs. Other products also offered attractive licensing costs but they required us to enhance our lines and servers, which in turn would not have led us to an overall cost reduction."*

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