

Detron ICT Groep B.V.

“The ESET helpdesk has in-depth knowledge of the products with a quick response time. ESET gives us the possibility of MSP licensing, giving the provider more flexibility to order or cancel licenses for the customers.”

Emile Schouwstra, Director, Detron Cloud Services



INDUSTRY

IT and Telecoms

WEBSITE

www.detrone.nl

COUNTRY

The Netherlands

MSP PARTNER SINCE

2015

NUMBER OF USERS PROTECTED

500+



THE CUSTOMER

Detron offers integrated or separate cloud-based full-service IT and telecom solutions. As an independent Dutch ICT service provider, Detron focuses on managed services and infrastructure support.

THE CHALLENGE

Detron needed a managed security solution for their customers which guaranteed the best security, consumed minimum resources and did not impact devices' performance. They needed solutions that were fast, stable and light to install.

Security products from other vendors are loaded with graphical elements and features Detron would never use.



THE SOLUTION

In terms of the overall deployment, Christiaan Bot, Hosting Engineer at Detron Managed Services, recounted the process: *“We deployed several ERA servers for our managed cloud customers. In addition, we installed separate ERA servers where the customers can manage their own ESET security solution. The main advantage over our previous IT security solution is the support. The local support desk in the Netherlands provides us with support until the problem is resolved. Whenever we need more licenses, it is fixed within a few seconds through the online MSP Portal. One of our system engineers especially highlighted the Remote Administrator tool which gives us and our customers perfect control over the clients.”*

Schouwstra summed up ESET's offering as security products which deliver great performance and detect viruses where other products don't. In addition, he praised ESET's level of support, which Detron has come to rely on.

KEY BENEFITS FOR DETRON ICT

- Flexible daily billing, monthly licensing
- A solution with low impact on system resources
- Knowledgeable support desk, with quick response times
- Superior detection of viruses, which other products miss