

Public University

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INDUSTRY
Education

COUNTRY
United States

PRODUCT
ESET PROTECT Entry

THE CUSTOMER

A public university in Colorado offers a range of undergraduate and graduate programs across diverse fields, including business, engineering, health sciences, education, and liberal arts. The institution is committed to providing accessible, high-quality education while fostering community engagement and student success.



THE CHALLENGE

The university faced several challenges with its previous antivirus solution. The software's interface was overly complex and unintuitive, making it difficult for IT administrators to navigate and execute essential security tasks. Routine functions such as scanning and updating endpoints were time-consuming, reducing efficiency and increasing frustration among the IT team.

Moreover, frequent false positives created unnecessary alerts, causing disruptions and making distinguishing real threats from benign activity harder. The IT team needed a solution that was both effective and easy to use.

KEY BENEFITS

- User-friendly interface streamlines administrative management tasks
- Enhanced threat detection effectively identifies and blocks malware with fewer false positives
- Dedicated and reliable customer support



THE SOLUTION

When evaluating alternative security solutions, the university found ESET to be the best fit for its needs. Among the deciding factors, the university ranked ESET's intuitive user interface among the top. Built-in features for updating and scanning endpoints streamlined administrative tasks while the console offered clear insight into which endpoints required attention.

“ESET offers several advantages over our old antivirus package. Its user interface is more intuitive and easy to navigate, making it simpler to perform tasks like scanning and updates.”

ESET PROTECT Entry provides robust threat protection across the university's 2,000 devices. Since implementing ESET, the university has experienced significant improvements in its IT security operations.

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Beyond the product's improved ease-of-use, the university also benefits from ESET's dedicated customer success team.

“Overall, I am satisfied with ESET. It has a user-friendly interface and reporting capabilities. The software offers reliable protection with minimal false positives. Our ESET Re stays in contact with me and checks to ensure things are running efficiently.”

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