

Water Sanitation Service Provider

"10 out of 10. ESET fits perfectly into our cybersecurity posture."



INDUSTRY

Public Works

COUNTRY

United States

PRODUCT

ESET PROTECT Enterprise, ESET MDR, ESET Deployment and Upgrade Service, Premium Support

THE CUSTOMER

A Florida-based public utility provider delivers essential water, wastewater, and sanitation services to its local community. Established in the 1980s, the organization has grown to support over 600 employees, ensuring reliable and efficient service delivery. Governed by a board of elected representatives, the utility provider remains committed to improving the quality of life in the region through effective infrastructure and operations.



THE CHALLENGE

As a critical infrastructure organization, ensuring robust IT security is paramount to protect operations and maintain uninterrupted service delivery. A longtime ESET customer, the utility provider wanted to transition from on-premises to cloud-based security for streamlined management. Additionally, while they had not faced significant IT security challenges before, they wanted to get ahead of evolving threats with enhanced protection.

KEY BENEFITS

- Reliable and consistent endpoint security with ESET, ensuring uninterrupted operations for over five years.
- Comprehensive protection including advanced threat hunting and enhanced mail security.
- Smooth transition to cloud-based security management.



THE SOLUTION

The utility provider selected ESET PROTECT Enterprise to manage security across its 600 employee devices via the cloud. Transitioning to the cloud also introduced ESET Inspect and Mail Security for a more comprehensive approach to endpoint and email threat protection. ESET Inspect, the extended detection and response module of the ESET PROTECT platform, equips the IT team with advanced threat hunting, risk assessment, incident response, and fast investigation and remediation capabilities.

To further strengthen defenses, the organization also adopted ESET Managed Detection and Response (MDR), giving them 24/7 monitoring and expert-led threat detection. With MDR, the utility provider gains proactive protection against advanced and persistent threats—ensuring that any unusual activity is quickly identified, analyzed, and contained before it can impact critical services.

"ESET has been an absolutely rock-solid endpoint solution. We've had discussions about exploring alternatives, but ESET's performance is undeniable, which is why we've stayed."

For nearly five years, ESET has consistently delivered a secure and dependable endpoint security experience for the utility provider, with no external threats or operational disruption. ESET fits seamlessly into their cybersecurity strategy, providing peace of mind and minimizing vulnerabilities in a critical infrastructure environment.

Rated as a *"10 out of 10,"* the IT team describes their experience with ESET as flawless:

"ESET fits perfectly into our cybersecurity posture."

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