

Montana Department of Justice

“The product works great and the support team is always there to assist with anything we need.”



INDUSTRY
Law Enforcement

COUNTRY
United States

PRODUCT
ESET PROTECT Elite

THE CUSTOMER

The Montana Department of Justice (DOJ) is the primary state law enforcement agency in Montana, responsible for maintaining public safety, overseeing legal affairs, and ensuring justice across the state. Led by the Attorney General, the department plays a crucial role in law enforcement operations, requiring a robust and reliable IT security infrastructure to protect sensitive data and critical systems.



THE CHALLENGE

Before implementing ESET, the Montana DOJ faced several IT security challenges. Previous vendors failed to provide timely and effective support, leading to operational inefficiencies. Additionally, the agency struggled with a high rate of false positives, which disrupted workflows and made security monitoring cumbersome. To further complicate matters, their prior solution was costly and strained the department's budget.

KEY BENEFITS

- Strong security with minimal false positives
- Intuitive interface and efficient operations reduced disruptions and improved security monitoring
- Cost-effective without compromising on features
- Responsive and knowledgeable customer support



THE SOLUTION

After evaluating multiple options, the Montana DOJ selected ESET as its preferred cybersecurity provider due to its reliable protection, superior customer service, and cost-effective pricing.

“ESET’s solutions demonstrated strong security capabilities with minimal false positives, reducing unnecessary alerts and making security monitoring more efficient.”

The agency selected ESET PROTECT Elite to secure 2,400 devices. The comprehensive solution provides all-in-one prevention, detection and response with enterprise-level XDR, multi-factor authentication, and advanced threat defense. The intuitive interface and straightforward management tools have streamlined IT security operations, making it easier for the agency to maintain a strong security posture.

In addition to the product capabilities, the department received timely and effective support from ESET's team, ensuring smooth operations and quick issue resolution.

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By switching to ESET, the Montana DOJ has secured its IT infrastructure with a reliable, user-friendly, and cost-effective solution. The combination of robust protection, minimal false positives, and outstanding customer service has significantly enhanced the department's cybersecurity experience.

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