

Deans Computer Services and ESET MDR – Delivering Next Level Cybersecurity for SMBs

SUCCESS STORY



Overview

With nearly 20 years of partnership, Deans Computer Services (DCS) stands as one of ESET UK's top Managed Service Provider (MSP) partners. As cybersecurity threats evolve rapidly, DCS has embraced ESET's Managed Detection and Response (MDR) service to ensure continuous protection, greater visibility and proactive defence for their clients.

The Shift to Outsourced Security

Alex Stoyanov, Strategic MSP Account Manager at ESET, reflects on the industry evolution:

"Around the mid-2010s, most customers still managed security in-house. But as threats grew more complex and resources became stretched, SMBs began turning to expert MSPs like DCS."

Today, with cybercriminals leveraging AI, dark web data and untraceable payments, even top-tier MSPs face an uphill battle balancing time, resources and risk. That's where outsourced specialist services like ESET MDR come into play. And with almost 30 years of AI experience, ESET is an industry pioneer and de facto expert.

"We're at a tipping point," adds Stoyanov. "Proactive security isn't just smart, it's necessary. With costs as low as £0.01 per employee per hour, this shift is less about finance and more about a cultural transformation."

Immediate Impact and Insight

Adam Findlay, Technical Director at Deans Computer Services says :

"We began seeing behaviours that had previously gone undetected. It immediately gave us significantly greater visibility into our environment."

One such incident involved an alert at 1:00 AM for what appeared to be suspicious 7-Zip file encryption—potential ransomware. However, ESET MDR allowed the team to quickly investigate and determine the activity was a legitimate backup process initiated by a line-of-business application.

"It was harmless in this case but without MDR, it could have been overlooked. And next time, it might not be benign."

Progress. Protected.

Why ESET MDR Matters

With the MDR solution in place, DCS is now equipped to:

- Offer a 24/7 x 365 expert-led managed security service
- Identify and respond to threats faster than ever
- Protect clients' businesses from costly downtime and reputational damage
- Navigate compliance, insurance and legislative demands with confidence
- Deliver enterprise-grade cybersecurity with MSP efficiency and affordability

"We've shown that the right security setup can actually deliver a positive ROI for customers, helping them do more business and stay focused on what they do best" concludes Stoyanov.

Conclusion

For Deans Computer Services, the partnership with ESET isn't just about software, it's about staying ahead of the curve in a rapidly shifting threat landscape. With ESET MDR, they continue to deliver exceptional service, backed by proactive, intelligent cybersecurity.
