

# The Administrative Court, Thailand

Situated in the Laksi District of Bangkok, The Administrative Court has a rich and long history of providing justice for the people of Thailand. The court is an important mechanism for managing the country, presiding over administrative disputes between the people and the state, and between different government officials or government agencies.



## INDUSTRY

Government

## WEBSITE

[www.admincourt.go.th/admincourt/en](http://www.admincourt.go.th/admincourt/en)

## COUNTRY

Thailand

## ENDPOINTS

SEATS: 3 000

## The Customer

Based in Bangkok, the court employees over 3000 staff and has administrative jurisdiction throughout Thailand, covering almost 200,000 square miles. With such a large workforce and area to cover, the court is always looking to increase efficiency and reduce costs. A reliable, secure, and seamless IT system is crucial to achieving this.



**"ESET IS A GREAT PRODUCT AT A REASONABLE PRICE."**

Saravut Sanghirun, Computer Officer for the Administrative Courts



## The Challenge

The Administrative Court uses a self-development program for work and has a lot of sensitive data to protect.

The organization had been the target of malware, viruses, worms and trojan horses. Spam and phishing emails were also causing a big problem. In addition, its self-development program and operating systems were vulnerable to attack.

The Administrative Court's old IT security solution was not capable of providing the security and detection levels it needed to serve the people and government agencies of Thailand.



## The Solution

ESET was able to fulfil the range of security requirements with Endpoint Protection. ESET technology accurately detects viruses and malware while a small footprint means good system performance.

Detecting and protecting user devices is straightforward and the solution is compatible with Linux and mobile devices.

Smooth installation and integration mean the ESET solution offers excellent compatibility with the client's proprietary application.

## The Client's Perspective

**Saravut Sanghirun,**  
Computer Officer for the Administrative  
Courts describes his ESET experience



**"LOCAL SUPPORT THAT PROVIDES PROMPT SERVICE IS A MASSIVE ADVANTAGE."**

### THE NEED FOR A STRONG DEFENSE

*"We have experienced attacks by ransom programs and common malware so we needed a robust defense. We also needed a solution that wouldn't be too hard on our computing resources."*

### IMPLEMENTATION AND COMPATIBILITY

*"Implementing the ESET solution was problem free. Just as importantly, integration with our systems and the applications we have developed in-house was a smooth process. Compared with the other providers we considered, the ESET solution was the most compatible with our self-development program – a significant advantage."*

### LIGHT ON OUR RESOURCES

*"ESET highlighted its small system footprint and we weren't disappointed. We've witnessed a low impact on memory and CPU resources while detection capabilities have been unaffected."*

### SUPPORT

*"Beyond the technology itself, having a local support team that provides prompt service, is a massive advantage. The sales and support teams work well together to solve problems quickly – even if contacted outside normal business hours."*

### KEEPING AN EYE ON THINGS

*"We have a lot of people using a range of operating systems to do a multitude of tasks. Having a central management console allows us to check the status of devices quickly and easily. If we identify a device that is experiencing frequent attacks we can focus on securing it. We have a range of devices to protect, including Linux and Android – ESET covers them all. Offline updates are available which is crucial for air-gapped user devices."*

*I'm impressed with the way ESET solutions can be configured according to the needs of our organization. I've also had positive feedback from colleagues who have experienced smooth workflows and appreciate the balance between detection and use of system resources."*

### KEY BENEFITS FOR THE ADMINISTRATIVE COURT

- Light footprint
- Reasonable cost
- High level of protection
- Product support
- Customizable reports