

Livewire Technical Services

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INDUSTRY

IT Services

COUNTRY

United States

PRODUCT

ESET PROTECT Essential On-Prem

THE PARTNER

Livewire Technical Services provides IT assistance and security services to small businesses and individuals in the Tucson, Arizona area. As a trusted local IT provider, Livewire supports a wide range of customer environments and requires security solutions that are reliable, efficient, and easy to manage across multiple systems.



THE CHALLENGE

Livewire faced significant performance and resource challenges caused by legacy antivirus products. These tools consumed excessive system resources while still failing to deliver adequate protection. The team spent more time fixing issues than on supporting their business.

KEY BENEFITS

- Low resource footprint that avoids performance issues on protected systems
- Centralized management and response through ESET PROTECT
- Advanced policy control with cascading inheritance for efficient administration
- Cost-effective security compared to previous antivirus solutions
- Improved support experience, with U.S.-based assistance that outperforms many legacy vendors



THE SOLUTION

After evaluating their options, Livewire selected ESET for its ability to deliver strong protection without impacting system performance. Centralized management and rapid response capabilities were key differentiators, along with granular policy control.

“ESET allowed us to centrally manage and respond to threats while keeping the resource footprint low. It also provides a robust management interface that allows for cascading inheritance in policies - something few antiviruses do!”

ESET PROTECT offers modern multilayered protection featuring machine learning, intuitive management, and low-maintenance protection.

Since switching to ESET, Livewire has benefited from a more streamlined and cost-effective security approach, backed by responsive U.S.-based support.

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[Learn more about ESET's MSP Program](#)