ESET Partner Case Study

IT Service Provider

"One of the biggest differentiators for us was ESET's support. When we call, someone actually answers—whether it's a technical issue or a billing question."

INDUSTRY
IT Services

COUNTRY
United States

PRODUCT
ESET PROTECT Entry

THE PARTNER

The partner is an IT services provider that supports and manages security for a range of client environments. Their IT needs center on deploying reliable endpoint protection at scale, minimizing performance impact on end users, and ensuring their team can quickly access support when issues arise.

THE CHALLENGE

The IT team encountered deployment challenges with their previous security solution, particularly when integrating with standard remote monitoring and management (RMM) tools. These limitations complicated rollouts and slowed onboarding for new clients, creating friction for both technicians and customers.

KEY BENEFITS

- Integration with leading RMM and PSA tools
- Lightweight endpoint protection
- Responsive, accessible support for both technical and billing needs
- Straightforward pricing that aligns with MSP business models.

THE SOLUTION

The provider chose ESET for its combination of responsive technical support, straightforward n. pricing, and lightweight endpoint protection. Access to knowledgeable support teams was also a key differentiator.

"One of the biggest differentiators for us was ESET's support. When we call, someone actually answers—whether it's a technical issue or a billing question."

The provider deployed ESET PROTECT Entry to secure nearly 500 endpoints, gaining modern endpoint and server protection in a streamlined, low-maintenance solution. Designed with MSPs in mind, ESET PROTECT Entry also supports a range of RMM and PSA integrations, enabling providers to align security management with their existing infrastructure and workflows.

Overall, the provider values ESET as a dependable, easy-to-operate solution that balances strong support with minimal performance impact, while continuing to evolve alongside MSP tooling ecosystems.

"Deployment has been straightforward, and once it's in place, it just works. That reliability lets us focus on supporting our clients instead of troubleshooting the security tool itself."

Learn more about ESET's MSP Program

Cybersecurity
Progress. Protected.

ESET is a leading IT security company founded in 1992, has a global presence and now protects 110 million users and 400,000 businesses worldwide. www.eset.com