

Erb Transport Limited strengthens endpoint security **without** **slowing operations**

Erb Transport Limited (The Erb Group) is a Canadian-owned refrigerated transportation provider operating across the U.S. and Canada. With approximately 650 endpoints to protect, Erb needed security that wouldn't disrupt business-critical systems, especially during updates. After experiencing network disruptions with a previous solution, the team adopted ESET more than a decade ago and has steadily expanded its security posture, standardizing on ESET PROTECT and adding capabilities such as multi-factor authentication, vulnerability & patch management and cloud email protection. Today, Erb runs ESET PROTECT Elite as part of a long-term partnership.



CUSTOMER

Erb Transport Limited (The Erb Group)

INDUSTRY

Truck Transportation (refrigerated/cold chain logistics)

FOUNDED

1959

BUSINESS CONTEXT

The Erb Group is a Canadian-owned and operated refrigerated transportation provider focused on cold chain logistics. Founded in 1959, the company has grown from a single truck into a transportation partner with the capabilities and resources to support complex, time-sensitive loads, backed by a collaborative, "one-stop-shop" shipping experience.

REGIONS OF OPERATION

United States & Canada

ENDPOINTS PROTECTED

~650

ESET SOLUTIONS

ESET PROTECT Elite



The Challenge

SECURITY THAT DIDN'T TAKE THE NETWORK DOWN

In transportation and cold chain logistics, uptime matters. Erb's prior endpoint security solution was resource-intensive and created disruption during updates—at times "killing the network." The IT team needed stronger endpoint protection that could run efficiently at scale without introducing operational risk whenever the vendor pushed an update.



The Solution

ESET PROTECT ELITE FOR LIGHTWEIGHT, CENTRALIZED ENDPOINT PROTECTION

Erb selected **ESET PROTECT Elite** to secure approximately 650 endpoints with a lighter performance footprint and a management experience built for IT teams responsible for both operations and security. The deciding factor was efficiency: ESET provided the protection Erb needed without the update-related disruption they had experienced before.

A PHASED APPROACH TO STRENGTHENING SECURITY

- **Reduced disruption during updates:** Moved away from a tool that could take the network down during updates.
- **Sustained operational fit:** Erb has used ESET for 10+ years.
- **Broader protection as needs evolved:** Standardized on ESET PROTECT for ~650 endpoints and added multi-factor authentication, cloud email security, vulnerability & patch management, and automated updates designed to streamline patching and reduce network congestion.
- **Reduced exposure to phishing:** ESET Endpoint Security helped stop phishing attempts triggered by unsafe link clicks before they escalated into system compromises.



Results

- ✓ **Reduced disruption during updates:** Moved away from a tool that could take the network down during updates.
- ✓ **Sustained operational fit:** Erb has used ESET for 10+ years.
- ✓ **Broader protection as needs evolved:** Standardized on ESET PROTECT for ~650 endpoints and added multi-factor authentication, cloud email security, vulnerability & patch management, and automated updates designed to streamline patching and reduce network congestion.
- ✓ **Reduced exposure to phishing:** ESET Endpoint Security helped stop phishing attempts triggered by unsafe link clicks before they escalated into system compromises.



WHY ESET

- Lightweight performance: A primary driver was moving to a solution that wouldn't strain systems or impact network stability.
- Confidence over time: Erb has continued with ESET for more than a decade, renewing ESET PROTECT Elite.
- Simplified patching and fewer bottlenecks: Automated updates helped streamline patch management and reduce network congestion.

ABOUT ERB TRANSPORT LIMITED

Erb Transport Limited (The Erb Group) is a Canadian-owned refrigerated transportation provider serving cold chain logistics across the U.S. and Canada:

erbgroupp.com

The Client's Perspective

"ESET provides robust and reliable software that helps keep our systems secure and consistently up to date.

With Windows Server Update Services (WSUS) being deprecated in 2024, ESET introduced an automated update process that streamlined our patch management and helped reduce network congestion.

User-related risk is also an ongoing concern. On multiple occasions, ESET Endpoint Security has intercepted phishing attempts after employees clicked unsafe links, preventing potential compromises."

- Matthew Xaysy
IT & Information Security Manager

ESET is the largest EU-based B2B cybersecurity provider, protecting over 1 billion users and over 600,000 businesses globally. Privately owned by its original founders and growing every year since 1987, ESET delivers AI-native prevention, powered by 11 global R&D centres, including Montreal, which specializes in APT research. With 24/7 MDR, a Canadian data centre, and 2.5 billion URLs processed daily, ESET combines world-class threat intelligence with local support to keep Canadian organizations secure and uninterrupted: eset.com/ca.

