

TierPoint

"ESET provides our organization with comprehensive endpoint protection and visibility to our mobile workforce."

Shawn Connelly
VP Security Operations



INDUSTRY
Business Services

COUNTRY
United States

WEBSITE
www.tierpoint.com

PRODUCT
ESET PROTECT Advanced

THE CUSTOMER

TierPoint is a trusted provider of IT services, delivering security-focused, cloud-forward solutions that simplify complex modern IT environments. Their comprehensive offerings include colocation, cloud solutions, disaster recovery, and security, serving thousands of businesses nationwide, from small enterprises to Fortune 500 companies. With a strong commitment to innovation and security, TierPoint continues to stand out as a leader in the IT services market.



THE CHALLENGE

TierPoint has a large workforce that relies on secure IT systems to protect sensitive data for both the business and its customers. As a leader in IT services, security was critical, driving the need for a robust framework with advanced threat detection and comprehensive endpoint protection. They were challenged with updating from legacy systems as well as ensuring the safety of Bring Your Own Device (BYOD) and remote devices for their mobile workforce and needed a user-friendly solution to support operations and maintain productivity.

KEY BENEFITS

- Enhanced security with reliable endpoint protection safeguarding personal and company devices against a variety of threats.
- Ease-of-Use through an intuitive interface and user-friendly tools that reduce the learning curve for IT teams.
- Support for modern workforces with seamless integration with BYOD policies, ensuring that all devices connecting to the network remain secure.



THE SOLUTION

TierPoint evaluated multiple security providers and chose ESET PROTECT Advanced for its comprehensive security features, advanced threat detection, and flexibility to support their remote workforce.

"ESET's enterprise features collectively help create a robust security framework, safeguarding endpoints and the entire network from various cyber threats."

Upgrading from legacy systems, TierPoint valued ESET's streamlined onboarding process, guided setup with optimization recommendations, and responsive technical support. ESET's award-winning customer service stood out, offering local and accessible support tailored to customers' time zones and languages. With multi-channel options that align with customer preferences—whether via phone, chat, or email—and a comprehensive knowledgebase filled with helpful documentation and resources, ESET ensures every customer receives the support they need to succeed.

"I highly recommend ESET Endpoint Protection for any business or individual seeking robust, reliable, and user-friendly security software. ESET's advanced threat detection capabilities, combined with its intuitive interface, make it a top choice in the cybersecurity landscape."

With ESET, TierPoint has enhanced security and improved productivity, thanks to its reliable, user-friendly software.

Learn more about ESET Business Solutions