How a Canadian Municipality Elevated Cybersecurity While Staying on Budget

Public sector cybersecurity is a constant balancing act: keeping pace with evolving threats while staying within budget. That was the challenge facing a Canadian municipality with about 300 endpoints. Since becoming an ESET customer in 2021, the organization has progressed from ESET Secure Business, the equivalent of today's ESET PROTECT Complete, to ESET PROTECT Elite, then added ESET MDR and Premium Support Ultimate for more managed protection. This phased approach gave the municipality a practical, cost-conscious path to stronger security. It also proved its value when ESET identified and contained malicious activity from a social engineering attack before the IT team knew what had happened.

Supporting a Growing Community

Serving a growing community in Ontario, this municipality delivers essential services that residents, businesses, and visitors rely on every day. Its IT team supports about 300 endpoints across a dynamic municipal environment where reliability, continuity, and public trust matter. As the organization continued to grow, it needed a cybersecurity strategy that could keep pace while remaining cost-conscious, manageable, and resilient enough to support day-to-day operations.

Balancing Protection and Budget

At renewal, the municipality saw an opportunity to reassess whether its previous security platform still delivered the right balance of protection and value. Cost had become a growing concern, but the IT team was not willing to compromise on effectiveness. It needed strong endpoint protection, better visibility into suspicious activity, and room to expand capabilities over time. Familiarity with ESET through MISA events and personal use added confidence in the choice, but the biggest driver was the ability to achieve better value without sacrificing the level of security the organization needed.

A Phased Path to Stronger Security

The municipality began with ESET Secure Business in 2021, the equivalent of today's ESET PROTECT Complete, as a practical and budget-friendly starting point. As its needs evolved, it upgraded to ESET PROTECT Elite for broader protection and deeper capabilities. Later, it added ESET MDR and Premium Support Ultimate to give the IT team expert oversight, faster response, and added peace of mind. This progression reflected growing confidence not only in ESET's technology, but also in the value the platform delivered over time. The municipality notes that onboarding was straightforward, with clear documentation that helped the team prepare before an assigned technician finalized installation and configuration.

ESET LiveGuard quickly became a standout feature. The ability to inspect suspicious files and gain deeper insight into potential threats gave the IT team added assurance in day-to-day operations. That visibility helped reinforce the value of moving up the ESET tiers, giving the organization more confidence that suspicious activity could be understood and addressed quickly. Combined with ESET MDR and Premium Support Ultimate, it helped create a more mature security model without adding complexity or administrative burden.

Proven Value in a Real-World Incident

With ESET in place, the municipality strengthened its security posture while keeping spending aligned with budget expectations. That value became especially clear when a user fell victim to a social engineering attack. ESET MDR detected the malicious activity, followed the attack chain, and isolated the affected machine before damage could be done, all before the IT team was fully aware of the incident. For the municipality, this reinforced the value of having a real person actively monitoring and responding behind the scenes. Today, the organization benefits from layered protection, stronger threat insight, and expert support that helps the team focus on broader priorities with greater confidence. It is also trialing ESET Cybersecurity Awareness Training as a next step in its security journey.

The Client's Perspective

"We saw the value of ESET firsthand when a user fell victim to a social engineering attack. ESET MDR shut it down before we were even aware of what had happened.

Having a real person monitor the incident, understand the activity chain, and isolate the machine before damage could be done gives us real peace of mind. ESET is a great fit for our municipality, and ***the value for dollar is unmatched to any other software we are using.***"

- **IT Systems Analyst,**
  Municipality in Ontario, Canada

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****.*

Cybersecurity
Progress. Protected.