U.S.-based consulting and research firm

"The ESET sales and engineering teams were very helpful, knowledgeable and willing to work with my team to ensure everything went smoothly."

—IT director of a consulting and research firm

Country: **USA**
Number of seats: **270**
Product: **ESET Endpoint Protection Advanced**

THE CUSTOMER

The company is an award-winning consulting firm based in Washington, D.C., that provides applied research and strategic advice to a variety of clients. Customers include the federal government, healthcare organizations and nonprofits. Services include education and training, performance improvement and communications. The company is expanding rapidly, according to its IT director: "In 2016 we doubled in size, and have the potential to double in size again in 2017."

SEEKING BETTER SOLUTIONS

As a business that serves government and healthcare clients, among others, the company faces stringent compliance and reporting regulations related to cybersecurity. With clients in both the public and private sector, it is tasked with securing intellectual property, protected health information, confidential customer data and government records.

Particular concerns include viruses, ransomware and hacking, along with social engineering attacks such as spamming, phishing and spoofing.

MAKING THE CHANGE

The IT director, who has been using ESET personally since 2006, said that past colleagues had called ESET "the best protection with the smallest footprint."

In 2016, he said, "We were looking to rid ourselves of our previous IT vendor…and ESET was the only product I considered. The ESET sales and engineering teams were very helpful, knowledgeable and willing to work with my team to ensure everything went smoothly. We utilized the Rip and Replace feature, and the transition from Webroot to ESET was almost flawless.

"We pushed ESET on a Thursday and went live that day. It was very easy, and ESET engineering was very helpful."

RESULTS

After a successful first year with ESET, the company's IT team is looking forward to renewing its protection and adding coverage for additional seats. "We have some more tweaking to do, but we feel the product is actively protecting our remote and on-premise computing assets. We have been very happy with the results."

KEY BENEFITS

- ESET's light footprint means minimal system impact
- Rip and Replace service makes switching to ESET a snap
- Excellent support during and after deployment

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