ENJOY SAFER TECHNOLOGY™   **eset**®

ESET Provides Grade A Security for The Bishop of Winchester Academy

The Bishop of Winchester Academy needed a reliable and effective security solution to protect their network and crucial student data, ESET Endpoint Antivirus provides award-winning security that is easy to manage and monitor.

CUSTOMER

The Bishop of Winchester Academy (TBOWA) is a Church of England school that serves Bournemouth families who want their children to experience education within a distinctively Christian ethos. The academy is extremely proud of their recent Ofsted report which identified that increasing numbers of students make outstanding progress. The report also identified leadership and management, student behaviour, the curriculum and governance as outstanding.

With over 700 pupils aged between 11-16 and a large faculty including teachers and support staff, TBOWA has a large network and crucial data that must be protected. Having approximately 20 servers, 500 desktops and 80 laptops in use, TBOWA relies heavily on industry standard software to provide security for their network with a seamless experience and minimal downtime.

CHALLENGE

When the licence with TBOWA's security supplier was coming up for renewal they chose to research other options on the market. Their existing supplier was previously very competitive with price but they had begun to lose faith in the product. "Towards the end of our 5 year contract, we were seeing more and more false positives and infiltrations which were being missed. We had lost trust in them to keep our sensitive data secure," says Seb Dennard, ICT Systems Technician.

With the successful day to day running of the academy relying on the stability of the network infrastructure, a security solution that is minimal on resources and wouldn't slow the system down was imperative for TBOWA. They were looking for a product with high detection rates that would perform well in real world situations.

SOLUTION

ESET is a global provider of security software for enterprises dedicated to combatting evolving computer threats. ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware with a range of customisable options. Renowned for its low use of system resources, ESET Endpoint Antivirus provides state of the art protection without increasing IT management overheads.

"We did extensive research consisting of looking at review and award websites such as av-test.org and av-comparitives.org. We also talked to real world users from other IT managers in our local area many of whom enthusiastically recommended ESET," says Christian Drewson MCP, Network Manager at TBOWA. "After extensive research into other AVs by real world trials, ESET outperformed competitors on resource footprint, Virus detection and competitive pricing."

ENJOY SAFER TECHNOLOGY™   **eset**

Blenheim Palace Chooses a Stately Security Solution in ESET

Looking for a reliable and cost effective security solution that could meet the high demands of a popular tourist attraction, the team at Blenheim Palace turned to ESET for help. With proven protection ESET Endpoint Security was the perfect choice for their network.

CUSTOMER

Blenheim Palace is a UNESCO World Heritage Site visitor attraction based in Oxfordshire, attracting over 600,000 UK and international visitors every year. As well as attracting tourists all year round to the palace, park and gardens; Blenheim Palace also provides a venue for numerous special events, including seasonal children's activities, sporting events and iconic events such as The CLA Game Fair, Battle Proms Concert and Living Crafts for Christmas.

As a popular tourist attraction there is a heavy reliance on IT systems at the palace. According to Dave Horwell, IT Systems Manager at Blenheim Palace, "we rely on technology for admissions payment processing, 3rd parties rely on our systems to access their own payment processing and IT systems, visitor Wi-Fi, as well as all our own internal systems." In order to keep all areas of business running, they need to be able to rely on the stability of the network and the security software that protects it.

CHALLENGE

The previous security product used at Blenheim Palace offered the features required, but the price was a key issue which drove the team to look around at other solutions when the existing security solution came up for renewal. The challenge for the IT team was to find a more cost effective solution without compromising on security or putting the systems at risk.

Dave Horwell, IT Systems Manager, had previous positive experience of ESET products over a number of years and had used ESET several times in his home environment. He also looked to independent bodies such as Spiceworks for recommendations and reviews. It was essential that the security software company chosen could provide solutions to protect their key areas of IT usage including, finance, web, email, SharePoint server and SQL.

SOLUTION

After fully researching the products available on the market, they chose to approach ESET for a quote in the hope of getting the right features for the right deal. ESET Endpoint Security delivers unparalleled protection against viruses, spyware and other types of malware. Renowned for its low use of system resources, ESET Endpoint Security provides state of the art protection without increasing IT management overheads.

"ESET offered pretty much the same level of protection with a lower resource requirement for the client machines" says Dave Horwell, IT Systems Manager at Blenheim Palace. "The remote admin console is feature rich and has an addition of giving an overview of patch levels for client machines. All of this for half the price I would've paid had I stuck with the existing solution."

Blueprint Gaming Achieves New High Score in Security with ESET

When the team at Blueprint Gaming identified a need for an encryption solution to provide increased security on their network, through the Technology Alliance ESET was able to provide a simple to use solution from DESlock+

CUSTOMER

Blueprint Gaming is a leading supplier of gaming machines and digital content to land based venues, server based gaming networks and online and mobile casinos. Blueprint Gaming has a strong reputation with their global customer base and has offices in the United States, United Kingdom and the Philippines. Blueprint is proud to partner with the biggest names and suppliers in the industry.

In their UK office Blueprint has a large software and games development team including design, software, graphics and audio experts with extensive expertise in the industry. Which such a large and diverse team based in the UK office, they rely on a broad range of IT systems in order to complete their daily tasks. Therefore the security of the data stored on their office network is a high priority at Blueprint.

CHALLENGE

As part of their ongoing IT systems maintenance Blueprint had undertaken an annual IT Security audit, one key aspect that was highlighted during the audit was the need for a centrally managed full disk encryption (FDE) solution. They identified that any suitable encryption solution would need to be quick to deploy without causing too much disruption or down time for their development team.

Blueprint Gaming required a full disk encryption solution than was quick to deploy and more importantly, easy to manage. This solution needed to be transparent for their staff and have zero impact on day to day operations. Features such as a pre-boot authentication/single sign-on and removable media encryption support was also a necessity. They had previous experience with other encryption tools but found that they lacked the functionality and overall simplicity required.

SOLUTION

ESET offers DESlock+ encryption solutions through the ESET Technology Alliance, protecting businesses with a range of IT security solutions that complement ESET's core offering. DESlock+ is a simple to use encryption application for companies large and small, with an optimised set-up that speeds up the time to adoption for admins.

"We have been using ESET Endpoint Security for many years without issue, having recently deployed a centralised management server (ERA) along with product updates, ESET was our first port of call", explains Adam Shepherd, Network Systems Administrator at Blueprint Gaming. "We were delighted to hear of the ESET Technology Alliance partnership with DESlock Ltd; we quickly received a product demo and now have this deployed on our roaming systems (soon to be all systems)." Adam describes DESlock+ Encryption as "Seamless enterprise class encryption that just works, no hassle!"

ESET Endpoint Antivirus Makes the Grade at Brighton College

Ensuring that computers remain virus free when they are used by hundreds of children everyday to surf the web, collect email and plug-in a myriad of storage devices is just the sort of challenge that has given ESET Endpoint Antivirus its enviable reputation.

CUSTOMER

Brighton College is one of England's leading independent co-educational schools for children aged 3 to 18. Situated in the heart of the city, the three schools that make up the College enjoy an enviable reputation for offering its students a challenging, yet rewarding education.

"Obviously virus protection is extremely important to us. Children are very technology savvy, they bring in memory sticks and all other types of portable storage devices to plug into the machines. Their initial thoughts may not necessarily be for the integrity of the network and whether they might have accidentally brought in a piece of malicious software, so we need to ensure that our preventative measures are the best available.

CHALLENGE

Computers naturally play an important part of academic life within the College, but like any other organisation the machines also present a point of entry for malicious attack. With a large number of users, keeping track and making sure that nothing is accidentally let loose onto a computer or the network is a constant task says Wayne Govier, network manager of Brighton College explains.

Wayne found Brighton College's previous antivirus system was unnecessarily complex in areas where it should be intuitive and he found himself using workarounds and manufacturer supplied batch files to perform simple tasks and also found it extremely heavy on system memory resources. In the end, he spent so much time managing the system that when the licence came up for renewal, Wayne researched the market to see what other vendors had to offer.

SOLUTION

The light footprint means that it does not hog the memory and its fast real-time processing lets users enjoy their computer safely, without being slowed down by the antivirus function. As Wayne Govier discovered, Endpoint Antivirus comes out top in most independent group reviews and has been credited with more Virus Bulletin 100% Awards than any other antivirus product.

"I find the management console very intuitive and hardly need to refer to the manual at all. It is also very flexible in its use and every aspect is clearly laid out. When we first changed over to Endpoint Antivirus we had the entire product installed and rolled out onto the network in no time at all problem free. Since then we've not had much to do with it. The product manages itself more or less and I receive email alerts should there be any queries or a problem."

ESET Helps Partner CCS Media to Secure Their Network

CCS Media looks to ESET to secure their network and protect crucial data. With a long-standing relationship with ESET, CCS Media felt they could rely on the help and support of the ESET team to meet their security needs.

CUSTOMER

As a leading supplier of IT, print and office supplies to business across the UK, CCS Media delivers large scale IT projects and general computer services to their clients, including the NHS, education, government and corporate sectors. CCS Media have over 30 years' experience in the industry and today have 18 sites nationwide, with over 250 employees. As a company their focus is on the needs of their clients and they offer a full business service.

CCS Media is an ESET Gold Partner and has supplied ESET products to its customer base for several years. Due to the nature of their industry, CCS Media uses IT in nearly every aspect of their company's day to day activity. They have strong teams in both sales and technical support roles that rely completely on the IT infrastructure to carry out their tasks.

CHALLENGE

When their existing antivirus licence came up for renewal CCS Media made the decision to review their supplier and have a look at other vendors, as they were not entirely satisfied with the current solution. They had been experiencing system slow-downs on a regular basis which had a negative effect on staff productivity and in particular long log-in times with Citrix. They were looking for new anti-virus software with a smaller system footprint and top virus detection.

ESET was already the preferred antivirus product sold by CCS Media and recommended to their customers, so they already had a strong relationship with ESET and were aware of the software solutions and support that ESET could offer. Because of this CCS Media was confident that ESET could find a solution to meet their requirements for maintaining system speed and excellent virus detection.

SOLUTION

ESET is a global provider of security software for enterprises dedicated to combatting evolving computer threats. ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware with a range of customisable options. Renowned for its low use of system resources, ESET Endpoint Antivirus provides state of the art protection without increasing IT management overheads.

ESET provided a security solution that fit the needs of CCS Media and support to make the transition as simple as possible. The team at CCS were able to employ a silent rollout meaning users were unaware the installation had taken place and were not disrupted. According to the IT department at CCS Media, "We chose ESET through good reviews, and the Rip and Replace procedure provided the easiest migration from Sophos. The help and support provided by the UK based ESET technical support staff was invaluable."

ESET Provides A* Protection to Court Moor School

After a major virus incident took down the network at Court Moor School, ESET provided support to resolve the issue and a replacement security solution they could rely on.

CUSTOMER

Court Moor School is a state secondary school based in Hampshire. The school has close ties to the local community and is focussed on both the education and experience of the students. The school has a heavy reliance on IT and with data relating to students and staff being stored on-site, the school's IT team are extremely conscious of the need to secure their databases and to meet compliance guidelines.

For Court Moor the IT system plays a pivotal role for staff and students across the whole school. With over 70 teaching staff and around 1,100 students using technology and IT resources during lessons, the stability of the network is crucial to this. In addition to this there are over 40 support staff who rely on the IT network to carry out important school management and administrative tasks.

CHALLENGE

In late November 2014 Court Moor School suffered a severe virus incident which had a massive impact on the running of the school. Their security supplier at the time was unable to resolve the issue which was causing a catastrophic slowdown of the client PCs. Thousands of PDF documents stored on the school's file server had been infected rendering PCs unusable.

With the incumbent supplier failing to resolve the issue the IT team at Court Moor had to look at alternative solutions. One of the IT technicians at the school contacted a number of AV suppliers to seek help but had little success. When they came to ESET the school was set up with a trial of ESET security software along with extensive assistance and advice in resolving the issues from the UK based ESET technical support team.

SOLUTION

ESET met all the requirements for Court Moor School's IT security and provided the reliability and support that was so important to them. "After a very serious virus incident we spoke to a number of other anti-virus companies, as our incumbent was failing to handle the problem", explains Mark Taylor, Network Manager at Court Moor School. "ESET were the only company to offer help, and then went on to provide significant support, all based on just using the free trial."

ESET is a global provider of security software for businesses dedicated to combatting evolving computer threats. ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware with a range of customisable options. Renowned for its low use of system resources, ESET Endpoint Antivirus provides state of the art protection without increasing IT management overheads.

ESET Continues to Provide Protection to Dorset County Council

Dorset County Council chose ESET Endpoint Antivirus to protect its IT infrastructure back in 2005. Although it has periodically considered other competitive products, it continues to use ESET because of its reliability in stopping threats entering the network, its light footprint that helps to extend the lifetime of older machines and an extremely fast scanning speed.

CUSTOMER

Dorset covers nearly 1000sq miles of some of England's finest countryside and is co-host to the Jurassic Coast, England's first natural World Heritage Site. From its headquarters in Dorchester, Dorset County Council is the main provider of education, healthcare, transport and environmental services in the area.

Dorset County Council uses ESET on approximately 4,500 desktop computers and associated servers within a predominantly Windows-based estate. In addition, Dorset County Council manages the IT services for the Local Education Authority (LEA) and has over 17,000 machines protected by ESET.

CHALLENGE

With a duty to the public to protect the data stored within its systems, security is extremely important to the Dorset County Council and like many other large organisations it uses a 'multiple lines of defence' strategy to protect itself against viruses and other types of malware.

In 2005, after a rigorous assessment of several leading antivirus products, the council chose ESET Endpoint Antivirus. "The first thing we noticed when we switched to ESET was that the number of malware related incidents on the network dropped right off," says Tony Beazer, Infrastructure Officer of Dorset County Council. "And it's not because the amount of malware has diminished either.

SOLUTION

"One of the main reasons we switched to ESET was its heuristic protection and it is as good today as it was then" says Tony Beazer. "With so many threats today exploited before vulnerabilities have even been announced and with a large network to update when patches are available, having reliable heuristic detection on the desktop and at the server level is an important aspect of securing the network.

"We have never had any issues with ESET. Our machines are replaced on a four year cycle, so for our older machines having something that is effective and light on CPU power makes a big difference to how quickly the machines can run. Support, on the rare occasions we've needed it, has been first class. We do occasionally look at other products in the market, but find that nothing can beat ESET's proactive detection, system scan speed and light footprint," concludes Tony Beazer.

Dorset Police Hi-Tech Crime Unit Relies on ESET Endpoint Antivirus

"Recreating data from a machine linked to crime would normally be asking for trouble, but we know that we can rely on ESET Endpoint Antivirus to identify the threats, whilst allowing us to decide what action to take."

DC Tristan Oliver , Dorset Hi-Tech Crime Unit

CUSTOMER

The Dorset Police Hi –Tech Crime Unit is instrumental in the investigation of computer related crime in the area and is responsible for gathering evidence for prosecution by examining and analysing data from machines connected to criminal activities.

CHALLENGE

"The trouble is when you're working in hi-tech crime you have two opposing sets of needs. One hand you require that your machines do not become infected, either from 'normal' sources or from something that may be lurking in the data of the machine being investigated. At the same time, if you are studying data from a suspect's computer and there is a virus, you may actually want to run it just to prove its exact intentions. Our forensic work can make it very challenging circumstances for antivirus products."

The Hi-Tech Crime Unit required an antivirus product that was light on system resources, operated in the background without being intrusive and yet would provide the flexibility to allow settings to be easily altered as required. In addition, the Hi-Tech Crime Unit required that it's secure network, which was not connected to the internet, could easily be updated with the latest virus signatures and engine updates.

SOLUTION

"We looked at several different products, but chose ESET Endpoint Antivirus as it met all our requirements and had an enviable reputation as the vendor with the most VB awards," continues Tristan Oliver. "Other products we looked at had nowhere near the same small footprint as Endpoint Antivirus and frequently tied up resources that we would prefer to be available for other processes. In addition, updating Endpoint Antivirus on our offline secure network is very easy, allowing us to keep these machines up-to-date with minimal administrative overhead."

"We've been using ESET Endpoint Antivirus since 2005 and ESET is still the vendor with the most VB100 awards and the one that as the smallest footprint, two of the key reasons we chose the product in the first place."

Eastwood Academy Gives ESET
Top Marks For Malware Protection

Switching to ESET delivered greater protection and improved network stability at a reduced cost for leading secondary school.

CUSTOMER

The Eastwood Academy is the highest performing non-selective school in the borough of Southend. Specialising in Performing Arts, Sports, Maths and ICT, the secondary school offers students aged between 11 to 16 some of the highest standards of teaching and learning available in the UK.

Computers are a vital part of everyday life at the school and with over 860 students having access to internet applications malware protection is essential. Network slowdowns are a common problem with some antivirus products, particularly when there are a large numbers of users logging in at once. For the Eastwood Academy the problem was exasperated because programs run on the server, not the client machine.

CHALLENGE

"The antivirus package we used at the time was creating an overhead on the network that meant that response times from the server reached unacceptable levels at certain points during the day," says Carl Wilks, Head of IT at Eastwood Academy. "I am quite particular about antivirus software after suffering system crashes and slow networks at the hands of several different vendors over the years. Therefore I was looking for software that not only had good reports for preventing attacks to the infrastructure, but one that could demonstrate its ability to operate seamlessly on large networks."

In addition to superior protection, to ensure the school maximised its available budget the Eastwood Academy also required a vendor that was prepared to offer special education pricing.

SOLUTION

ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware. Renowned for its low use of system resources and nonintrusive behaviour, ESET Endpoint Antivirus provides state of the art protection without increasing IT management overheads or slowing systems down.

"I would unreservedly recommend ESET to anyone," concludes Carl. "After the initial setup, which required some assistance from ESET, it has been very easy to use. Centralised management makes it is easy to administrate and adding extra licences when required is simple. We've even added it to a server that already has protection built-in and ESET catches viruses that it misses. Great protection with special education pricing doesn't come better than ESET."

Efficio Chooses ESET and DESlock to Secure Crucial Data

High calibre international consulting firm, Efficio ticks all its boxes for encryption and data security with DESLock Encryption ESET

CUSTOMER

Efficio are an international consulting firm that helps its clients to deliver transformational procurement programmes. With a long track record of delivery and a results-focused culture they seamlessly integrate with their clients, delivering projects with integrity and transparency whilst attaining substantial cost reductions. As a company they understand the importance of long term sustainability and aim to transform the capability of their clients for the long term. Efficio, with its blue chip heritage and boutique firm depth of expertise, brings a unique blend of skills to this market.

Efficio's clients include blue-chip multinationals and Private Equity-owned companies across a range of sectors that are based throughout Europe and beyond. With such high-calibre clients and a large amount of valuable corporate information stored on their network, security is a major concern of the members of the IT department at Efficio. They need to ensure that all customer data is protected and stored securely, adopting an encryption solution provided them

CHALLENGE

"Having purchased a known, and we hoped, trusted brand two years ago we had some difficulties getting clients set up remotely, and after several issues where we struggled to get answers or assistance for their support team, we were already starting to look for alternatives" explains Sam Carew of Efficio's IT Department who is responsible for selecting the companies' encryption solution "The final straw came when one of our Vice Presidents was locked out of her machine and all data for two business days, whilst abroad. We found ourselves in a situation where we had to ship a new laptop overseas with restored data from our online backup."

Efficio's IT department struggled with an alternative leading encryption solution for 18 months and had found working with encryption both cumbersome and time-consuming to manage. Already an ESET customer they were introduced to DESlock through the ESET Technology Alliance which aims to better protect businesses with a range of complementary IT security solutions. "Having reviewed the alternatives we chose DESlock thanks to a list of impressive features and in

SOLUTION

Efficio purchased DESlock+ to lock down all their laptops by means of full disk encryption. Due to the product's ease of use they were able extend this to encryption of removable media also. DESlock's removable media encryption allows full control over the use of removable media, including the ability to force encryption of all data being saved to a removable device. The DESlock management system means that once installed the Enterprise Server can be accessed remotely on and off site.

"What we didn't realise when choosing the product was how exceptional the DESlock support team are" says Sam Carew. "All the support personnel are developers who know the product from the bottom up, I cannot praise their knowledge, customer service and the manner and time of their response highly enough. When it came to setting the product up we were extremely impressed with the way it can be remotely managed via the Enterprise server with little more than an internet connection, thanks to DESlock's unique, patented system."

ESET is a Wholesale Success at Gardners Books

Looking for a reliable and easy to use two-factor authentication system for their staff to use on a daily basis, Gardners Books turned to ESET for a solution. ESET Secure Authentication met all the requirements they needed in one simple to manage package.

CUSTOMER

Gardners Books is one of the UK's leading independent wholesalers specialising in the sale of books, DVDs, CDs, eBooks and other media. They have been a key organisation in the book supply industry for over 25 years and have a strong customer base of retail companies, local bookshops and many internet based shops and resellers. Gardners Books are constantly investing in innovative technology which is one of the things that has helped them to build up a strong, reliable company supporting a global network of retailers.

Due to the nature of their business IT plays a key role in all levels of the organisation, including sales, administration and the shipping and receiving of goods. In particular virtual infrastructure is quite a highly used area by Gardners, along with high availability and high speed networking. Due to this the reliable, efficient and convenient IT infrastructure that the company requires is absolutely crucial to the everyday running and success of the business.

CHALLENGE

Having used RSA by EMS Secure ID for their two-factor authentication system which initially appeared to fulfil their requirements, the team at Gardeners Books came to find that the solution was extremely complicated to use and involved a long winded set-up process. There were also issues with the SMS OTP delivery system that many of their sales team were using on a daily basis and other features needed by the organisation that were not being provided.

Initially when looking for a 2FA solution they had been concerned with having a physical box over certain features, however with this no longer being an issue the team were able to look at different options for their supplier. Gardners were looking for a product that was easy to use for the end user as well as being easy to implement and maintain on the back end with a one server solution. The addition of a smart phone application for the 2FA system was also of major benefit.

SOLUTION

As they we already using ESET Endpoint Security on the company PCs and had positive experiences with the product, the team at Gardners Books looked into ESET's full range of security products. ESET Secure Authentication delivers secure, yet hassle-free remote access to company network and data. A powerful mobile-based solution, it relies on two-factor, one time password (2FA OTP) authentication.

"We chose ESET to supply our two-factor authentication services based on previous good service for our Antivirus needs and the product that is offered, in the form of ESET Secure Authentication ticked all our boxes" says Tom Wright, I.T. Service Officer at Gardners Books. "Single server install, ease of setup, integration with active directory and one of the major pluses, an application we could give our staff members so there was no need for constant SMS's. On top of this the fact it works seamlessly with open VPN made us very happy as we didn't have to change our VPN setup to accommodate the software."

ESET is a Wholesale Success at Gardners Books

After a history of positive experience Gardners Books turned to ESET once again to protect their Mail Servers.

CUSTOMER

Gardners Books is one of the UK's leading independent wholesalers specialising in the sale of books, DVDs, CDs, eBooks and other media. They have been a key organisation in the book supply industry for over 25 years and have a strong customer base of retail companies, local bookshops and many internet based shops and resellers. Gardners Books are constantly investing in innovative technology which has helped them to build up a strong, reliable company supporting a global network of retailers.

The organisation has a heavy reliance on the reliability of their IT network and in particular Virtual infrastructure. In order to maintain the daily running of the company Gardners Books requires a good quality network infrastructure that is capable of processing large amounts of data. Having a consistent and fast connection to the outside world is a major priority.

CHALLENGE

Gardners Books had previously relied on external mail scanners to protect their mail servers but chose to review this after experiencing issues with this solution. The IT team noticed an increase in the amount of items slipping onto their client PC's when using the external mail scanner, being very conscious of potential security issues they decided it would be best to look at other solutions.

"We were looking for an Email security package for our Exchange 2013 environments in a DAG setup to give us an extra layer of security for our mail data bases and incoming mail." Gardners Books already relied on ESET for File Server security and Endpoint security solutions and had been an ESET customer for some time. When looking into mail server security solutions they once again turned to ESET's range of business security solutions.

SOLUTION

ESET Mail Security for Microsoft Exchange Server integrates powerful antivirus and antispam detection capabilities that ensure all harmful email-borne content is filtered away at the server level, while ESET's light footprint means the system can continue to run at full speed. Mail Security allows the application of policies for specific content based on real file type, and monitors security status or enables fine-tuned configuration easily via the ESET Remote Administrator tool.

According to Tom Wright, I.T. Service Officer at Gardners Books. "We chose ESET for several reasons. 1) Easy and clear licensing model 2) Over head on the server was minimal and hasn't impacted performance. 3) A good catch rate on items that had slipped through the external mail scanner. 4) As we have had previous dealings with ESET we know they offer a fast and reliable service."

ESET In Perfect Harmony With The London Symphony Orchestra

Switching antivirus vendors enabled the LSO to lower system resource utilisation and reduce costs with a product more suited to its needs.

CUSTOMER

Based in the Barbican in the City of London, the London Symphony Orchestra (LSO) is one of the best known orchestras in the world. In addition to a hectic concert schedule, the orchestra has a dazzling array of film credits to its name, undertakes pioneering work in digital music and encourages people of all ages to discover orchestral music through its education and community programmes.

To help reduce costs the LSO turns off its computers and related equipment when not in use. This means that vital tasks such as virus scanning must be carried out during office hours at a time when it is least disruptive, normally on Friday afternoons. However, when scanning started to impact heavily on performance of the network and the productivity of employees it was decided to look for a new supplier.

CHALLENGE

"Changing end-point security is not something you undertake lightly, it can be a lot of work and can cause a lot of disruption," explains Quentin Bradley, ICT of the LSO. "We had been using the same end-point security for a number of years, but during this time we began to use less and less of the functionality included in the product. For instance when we switched to Windows 7 we decided to use the native firewall and as such no longer needed the 3rd party desktop firewall. Not only that, the product had become highly intrusive and our computers became essentially unusable during the Friday afternoon virus scans."

With more than 120 servers, desktops and laptops to protect the LSO decided that a product that just delivered comprehensive antivirus and antimalware protection for their equipment would be the most cost efficient and appropriate solution.

SOLUTION

ESET Endpoint Antivirus delivers comprehensive antivirus and antispyware protection with a range of customisable options. Whilst the LSO still run their weekly scans on a Friday afternoon, ESET's small footprint means the impact on performance is minimal. ESET Remote Administration enables the LSO to control all endpoints from a single console, ensuring that machines and servers are always fully protected.

"We chose ESET because of its small installation, relatively low demand on system resources and its high malware detection rate. It's also worth noting that the technical support we have received from ESET has been absolutely great. One of the aspects we like about Endpoint Antivirus is that it can be configured to work exactly how we want it to, but sometimes this means a call into ESET just to clarify a technical point. Every question or issue has been dealt with by extremely knowledgeable and helpful people. They really know their product well."

ESET Endpoint Antivirus
A Roaring Success at Marwell

Helping to save species from extinction through captive breeding programs or re-homing a stowaway Black Widow spider are part of everyday life at Marwell. But when variants of computer viruses started mutating quicker than a chameleon changes its colours, the conservation charity turned to ESET for protection.

CUSTOMER

Marwell Preservation Trust is a registered charity dedicated to conservation of wildlife and natural habitats both locally and internationally. At the centre of its charitable endeavours is Marwell Zoological Park, a 100 acre zoological park in Southern England that attracts over half a million visitors each year.

Computer usage within the organisation is split roughly in half between animal keepers and administration staff such as the zoo's popular animal adoption scheme. Marwell also has a number of users that access the organisation's network via a VPN when away from the Hampshire base.

Whilst bugs are treasured in the zoo, there is no room for them on Marwell's computers. David Whitehead, IT Manager at Marwell, decided that their previous antivirus software, Norton was no longer suitable for the organisations needs and set about reviewing the latest on the market.

CHALLENGE

As a charity, Marwell is very conscious about making the most of its resources. Typically when one person receives a new machine, the old one is recycled to another employee. It is not unusual for some members of staff to be running computers up to 6 or 7 years old, a policy that does not always sit well with desktop security products. In recent years, many antivirus programmes have become bloated as additional function is added on, rather than integrated into the core product. The end result is software that uses vast amounts of system memory, something an older machine rarely has available.

"We were already aware of the significant amount of memory some antivirus products hog and a low footprint on system resources was top of our criteria, alongside high detection levels and low false positives," Says David Whitehead.

SOLUTION

ESET Endpoint Antivirus requires less memory and CPU power than comparable products, allowing business applications to run effectively without compromising security. "Being such a small programme, it was easy to deploy and we've not suffered a single infection since we started using it," concludes David Whitehead. "The best thing about ESET is that it does exactly what it should do, unobtrusively and without any perceivable impact on the machines it runs on.

"ESET's Remote Administrator makes it easy to provide support to off-site workers," continues David Whitehead. "You always loose a degree of control when users are based outside the network and rogue laptops become synonymous with accidental infections many years ago. But we are determined not to be made a monkey of by getting hit by a virus, as soon as users log on to the VPN, NOD32 Antivirus automatically updates to ensure the very latest protection."

Marwell also chose to upgrade its servers and the charity had no hesitation in signing with ESET again with licences for the new email and NAS servers too. Both of which can also be easily managed through the ESET Remote Administrator console. "One might describe it as a roaring success."

The MND Association Chooses ESET to Provide Reliable Protection for

Looking for an unobtrusive security solution that combined high levels of protection with easy deployment, the MND Association turned to ESET for help. With proven protection ESET Endpoint Security was the perfect choice for their organisation.

CUSTOMER

The Motor Neurone Disease (MND) Association is a charity focused on working towards the vision of a world free from MND. MND is a rapidly progressive fatal disease with no cure, leaving people locked in a failing body. Up to 5,000 people are living with MND in the UK at anyone given time and half die within 14 months of diagnosis. The Association was founded in 1979 by volunteers with experience of living with or caring for, someone with MND. The MND Association is committed to providing care and support, funding and promoting research and campaigning and raising awareness, to support those affected by the devastating disease.

The Association works with people affected by MND, their families and everyone who cares for them; members, volunteers, staff, health and social care professionals and research experts: as well as those who have lost loved ones to the disease. They continuously strive to take advantage of the opportunities provided by new technologies and have an increasing reliance on technology to deliver front line services. An analogy sometimes referred to as: "IT services

CHALLENGE

The MND Association chose to review their existing security solution near the time of renewal. They aim to review all contracts before expiry to ensure they still deliver the best value for money and requirements are being met. Having previously used Sophos as their anti-virus provider, which served them well for a number of years, they started to receive complaints from users due to the increasing length of time taken to run anti-virus scans, and the inconvenience of devices slowing down during these scans. These reasons led them to test alternative suppliers to see if these issues could be overcome.

The solution required by the Association needed to be less resource intensive, and could run in the background on client machines without compromising the speed or performance of the device. They hoped to find a vendor who could offer them a simpler, more cost effective licensing model, which would allow users to have multiple client devices protected. They were also looking for an intuitive management console, which enables the software to be easily deployed and

SOLUTION

Several members of the Association IT team had experience using ESET antivirus software in previous roles and thought of it positively. When their antivirus solution came up for review, they were quick to recommend ESET based on their experiences. ESET provided the high levels of reliable protection required, whilst being a cost-effective solution. ESET Endpoint Security delivers unparalleled protection against viruses, spyware and other types of malware. Renowned for its low use of system resources, ESET Endpoint Security provides state of the art protection without increasing IT management overheads.

Simon Cooper, Head of ICT at the MND Association, said: "We chose ESET because it was competitively priced and had a simple licensing model based on the number of end users. The solution was also attractive because it requires less resource to run on client machines, is less intrusive for end users, and is relatively intuitive to set up and configure centrally. The ability to trial the software enabled us to ensure it could meet our needs before making a commitment, and helped to minimise disruption as we switched to the new solution."

Nitecrest Ltd Turns to ESET for Reliable Security Solutions

When looking for a cost-effective, dependable security solution that would fit the needs of their business, Nitecrest Ltd was recommended ESET Endpoint Antivirus. With proven protection and low system demands ESET was a great fit, and Nitecrest Ltd became a long-term loyal customer.

CUSTOMER

Nitecrest Ltd is one of the leading suppliers of customised plastic cards, based in Lancashire. They service businesses globally, providing a range of products including Gift cards, Top up cards, Calling Cards, Loyalty/Reward Cards and Banking Cards. With a staff of 300 all production is handled under the factory roof in a secure environment, total commitment to their clients is at the core of the business.

To carry out the task of personalising cards several data activities have to be undertaken by Nitecrest staff on the computer systems. Because of this Nitecrest rely heavily on their IT network and cannot afford to suffer any IT failures. With a large team of staff and numerous servers to accommodate, this company needed a security product that was reliable without being system heavy.

CHALLENGE

For a company so heavily dependent on their IT infrastructure, an unreliable antivirus product had the potential to cause major problems, any network outage would be of great financial cost to the company. When using Norton Nitecrest Ltd found that viruses were being missed on the network, which was of great concern. The Norton software itself wasn't best suited to being configured for the business environment.

Choosing to review their security solutions for something that was more suited to the business environment and better value for money, Nitecrest Ltd looked to their IT supplier for advice. "We were looking for something that had a better library of virus' detection protocols and was more robust in terms of business deployment", said David Parkinson, IT Manager at Nitecrest Ltd.

SOLUTION

When Nitecrest Ltd approached their IT supplier looking for a more robust, cost-effective security solution that would suit the needs of their business, they were recommended ESET. ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware Renowned for its low use of system resources, ESET Endpoint Antivirus provides state of the art protection without increasing IT management overheads.

"It's always interesting for me as I often read articles where much larger organisations are facing difficulties managing their security perimeter" says Thomas Markey. "In the current climate our most important task is to protect our assets from malicious software attacks. We have found that ESET provides us with that solution. I would not hesitate in recommending ESET to other industry members."

ESET Offering Adds Up for Princecroft Willis

With superior protection against malware, a small footprint and excellent support services all at a great price, accountants Princecroft Willis had no hesitation in choosing ESET.

CUSTOMER

Princecroft Willis is the largest firm of independent chartered accountants and business advisers in Dorset and West Hampshire. Offering both private and corporate clients a range of partner-led accounting services from audit to taxation, Princecroft Willis delivers an unrivalled service across many different industry sectors.

After several years with the same anti-malware supplier, IT Manager James Goodfellow decided that it was time for a review. The chartered accountants' IT network spans three sites providing over one hundred and twenty users with access to critical systems and online services, so it is important to the business that the network is always secure and available. Downtime and data loss caused by rogue malware infections is not an option.

CHALLENGE

"Obviously it was critical that the product we chose would stop viruses and malware from entering into our network," explains James. "However, it was also important that it had a small foot print that wouldn't overload workstations. In addition, we didn't want to be overloaded either, so remote administration and low maintenance were also part of our criteria. Cost too was a consideration, but not at the expense of support."

In addition, Princecroft Willis wanted to ensure that the Windows based network was not at risk when partners and their team accessed systems remotely, such as from home offices and wanted to include protection for laptops and home computers too.

SOLUTION

After reviewing a number of suppliers Princecroft Willis chose ESET Endpoint Antivirus, not just because of its excellent reputation at stopping malware, but also because it offered the best overall value for money. With ESET Remote Administrator, the IT team have an overview of the entire network including workstations and servers from a single location, and can manage changes to configurations simply and easily as required.

"ESET instantly impressed us with a light client that's easy to use and a support service that was both professional and knowledgeable – however since we've gone past the initial set-up phase we've not had to use their services, which from our point of view is perfect. ESET just works in the background delivering continuous protection effectively and efficiently."

ESET Chosen to Protect the Pupils of St Cuthbert's Primary School

ESET's award-winning malware detection and easy to use remote management console make it the perfect security solution for the school.

CUSTOMER

St Cuthbert's Primary School is based in Great Glen, Leicester and provides education to children between the ages of 4 and 11 years old. The school prides themselves on being at the heart of the community of Great Glen and is closely involved with the wider community. St Cuthbert's main focus is on the learning experience of their pupils during the crucial years of their lives, setting them on the road to a happy and successful life. The expertise and commitment of their staff allows the school to achieve high academic standards and a creative curriculum for their pupils to enjoy.

At St Cuthbert's there is a wide range of IT usage across the school, with over 80 PCs and tablets in use by pupils on a daily basis and a Windows server running behind the scenes. With this network to protect and the security of their pupils to consider, St Cuthbert's Primary School sees IT security as a very high priority.

CHALLENGE

When the end of the contract with their existing IT security provider was due for renewal Dave Johnson, ICT Technician at St Cuthbert's Primary School, decided it was time to consider a new solution. They had encountered a number of issues with their previous supplier and were generally dissatisfied with the vendor. "The previous product brought up many warnings of malware and viruses almost all of which were 'un-cleanable' which meant a huge amount of work for me trying to remove them. In fact, it was easier to re-image the affected PCs", says Dave Johnson.

To protect and manage the school's network they required a remote management console with a user-friendly interface allowing them to deploy and manage the software remotely across the system. They were also looking for efficient and effective virus and malware detection, and the ability to easily and quickly remove any infections on the network. After browsing through the Edugeek forums online, Dave Johnson came across ESET IT security solutions.

SOLUTION

ESET's award-winning products rank among the world's most advanced security solutions. Built on award-winning ESET NOD32 technology, ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware with a range of customisable options. Renowned for its low use of system resources, ESET Endpoint Antivirus provides state of the art protection without increasing IT management overheads.

ESET met all of the IT Security requirements of St Cuthbert's Primary School and offers significant discounts for education establishments making it great value for money. ESET Remote Administrator provided the easy to use management system needed to monitor the school's network. According to Dave Johnson, "after checking out the competition, ESET was straightforward to use, had recommendations on educational technical forums and was very competitively priced".

ESET Chosen to Protect the Students of Yeovil College

The IT team at Yeovil College turned to ESET for help, when their current security solution was not providing them with the protection they required. With proven detection rates and a light system footprint, ESET Antivirus met all their requirements.

CUSTOMER

Yeovil College is home to around 9000 full and part-time students, and has been a focal point of the local community for over 125 years. Providing education opportunities to people in Somerset and North and West Dorset, the college is passionate about its role as a key education provider.

With approximately 1000 desktop computers, laptops and tablets running on the college network, both on campus and at outreach sites, everyone from cleaners to sports students now rely on IT at Yeovil College. With so much of everyday life at the college reliant on a stable IT system, a network crash would cause major issues, and with more and more exams moving across to the internet a stable network with dependable security is essential.

CHALLENGE

When their existing licence came to an end, the IT team chose to review their security provider after having numerous problems with the Kaspersky software they had been running. "I wasn't happy at the way the previous Antivirus was functioning; it was becoming more and more resource intensive and didn't seem that reliable" says Lee Brooks at Yeovil College.

Due to the size of the college's user base they needed to find a solution that was cost effective and easily manageable particularly when it came to installing the new software across the network. After looking around at other recommended solutions that would fit within the budget, they turned to ESET, having previously used the software on a smaller scale.

SOLUTION

ESET's UK based technical support and Rip and Replace service were key advantages, as well as the specialist education pricing available to the college. ESET Endpoint Antivirus delivers unparalleled protection against viruses, spyware and other types of malware. Renowned for its low use of system resources, it provides state of the art protection without increasing IT management overheads.

"We needed a product that had a small foot print, ease of administration and monitoring" says Lee. "After speaking with ESET we decided to give it a go, we have been very impressed from the onset, from the initial call to the rip and replace service that they offered. We managed to remove and install ESET on all our 1000 PCs in less than a week."