

CASE STUDY

STIGROUP, LTD.



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"ESET provides a complete solution for cyber security. From performance and ease of use, to finite endpoint control, log aggregation, policy management and detailed reporting, ESET really shines."

Richard Shinnick, President, STIGroup, Ltd.

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Industry: Technology
www.stigroup.net

CUSTOMER

Established in 1999 in the greater New York City area, STIGroup, Ltd., is an information security consulting firm that specializes in delivering secure, productive and highly confidential information systems through a managed services model. The firm provides a full suite of information security services, including security policy development and gap analysis, audits and vulnerability assessments and implementation and integration of security and networking technologies. This proactive approach to security management ensures compliance with existing regulations, standards and policies while providing ongoing threat mitigation and security best practices.

CHALLENGE

As a managed services provider (MSP), STIGroup endeavors to provide the best possible security resources for its clients. Before standardizing on ESET®, STIGroup went through a variety of antivirus applications including offerings from AVG™, Symantec™ and Kaspersky™. Each

technology presented a new round of challenges. Several had performance issues, most lacked implementation flexibility and all presented complex central consoles necessary to complete difficult policy-based configurations. In addition, certain solutions were so embedded in the installed operating systems that they were exceedingly difficult to remove or replace as business needs evolved.

Shinnick explains, *"We definitely care about the overall performance of the antivirus solutions we offer our clients. In addition to providing real-time threat protection, other requirements include central administration, logging/reporting and integration with remote monitoring and management (RMM) platforms, such as LabTech™. With Symantec, we'd have to go to each and every machine to peruse the registry to delete entries, disable services, remove directories—it was all quite involved and very time-consuming."*

In addition to administration requirements, Shinnick was also concerned with interruptions in his clients' businesses due to preventable infections and machine slowdown from the antivirus solution. An average client for STIGroup ranges in size from 400 to 3,000 seats. With other antivirus technology,

performance on protected machines slowed considerably. This decreased client satisfaction while simultaneously costing clients lost time and resources. The more seats involved, the more upset the clients became.

"In any IT department, whether outsourced to a company like ours or within internal staff, it's good practice to look at the logs and consoles every day," Shinnick shares.

"You want real-time alerts, especially if there's a chance that viruses are on the network. You want to easily review all workstations in an environment at a glance, to see if the environment is safe, clean and performing at a high level. And, you don't want the end users to get frustrated with the performance of their machines in the process."

THE SOLUTION

In 2008, STIGroup moved fifty unique customers from other antivirus systems to a managed ESET solution. STIGroup runs ESET on twelve different backend platforms and enjoys quick implementation, increased performance and the flexibility that comes with an intuitive management console and policy-based configuration.

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"Deployment is a snap," Shinnick affirms. "ESET has made migrations from legacy applications simple and complete. Some of our clients have multiple agents running on their desktops. This is particularly true for clients with regular usage requirements such as log aggregation or the incorporation of removable media. When a client has to comply with specific regulations, such as HIPAA for healthcare providers, it used to require particular agents or custom solutions. The fact that ESET allows us to quickly clean up these systems and then install ESET Endpoint Security really makes a difference. ESET combines a lot of functions and features, such as removable media control and log aggregation together with antivirus and antimalware protection. Users are happy that they don't notice an interruption in their systems with ESET and even happier to see a performance boost once ESET eliminates all those simultaneous legacy processes."

As a managed services provider, Shinnick requires complete endpoint security management and a central repository for log aggregation across multiple disparate systems.

Centralization enables the team to monitor multiple client systems from a single location, run reports, look at historical and forensic data and complete both real-time and historical

analyses. This promotes the ability to evaluate and optimize the level of security in each client environment.

"ESET is an easy install and has everything we need. The console has automatic capabilities and integrates into ticketing systems. It provides shorter time frames for doing repetitive tasks that need to be done by any IT group. With ESET we monitor system performance and can see performance anomalies and address threat occurrences in real time."

Shinnick finds that his customers like the cost, ease of management and performance available with ESET. *"The greatest feedback I get is, 'Ever since you put that antivirus solution in, we don't have any problems.' I even get feedback from home users, because we also give out home versions of ESET NOD32 Antivirus to clients. They tell us that since they've installed it, they have had no problems with their kids' machines either."*

For STIGroup, additional benefits include:

- Increased performance on machines, lower instances of support calls
- Endpoint control of removable media, eliminating another agent

- Automated reporting and updating of systems
- Integration with LabTech and ConnectWise®
- Decreased support calls related to performance and infections

"The long list of ESET advantages includes exceptional performance, ease of use, automation and reporting, detailed policy administration, endpoint control and log aggregation. All of these contribute to making ESET shine brightly when compared to other antivirus options," Shinnick gladly reports. "There is no competition!"

WHAT WOULD YOU TELL AN IT ADMINISTRATOR WHO'S CONSIDERING ESET?

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ESET Endpoint Security

Safeguard your company data with multilayered protection from an antivirus pioneer



Safeguard your company network with ESET Endpoint Security – a solution that protects your data on multiple layers. The legendary NOD32 antivirus, two-way firewall, web control and remote administration stand in the first line of defense against threats.

In ESET, we have a 25-years' experience in creating security software which has earned us trust of more than 100 million users around the world and numerous awards and accolades from prestigious testing bodies.



3 GOOD REASONS TO USE ESET ENDPOINT SOLUTIONS

BUILT TO BE LIGHT AND EFFICIENT

The unique build of ESET Endpoint Solutions with focus on small system demands has been optimized to perfectly match any system environment, ensuring fast startup and smooth performance while delivering a consistent level of security.

REMOTE ADMINISTRATION

Manage the security across thousands of endpoints from a single console. Take advantage of features such as randomized execution of selected tasks to load balance tasks on the network and real-time web dashboard displaying critical information about network security.

CLOUD-POWERED REPUTATION

ESET Endpoint Solutions deliver advanced protection to company endpoints. The proven ThreatSense scanning engine combined with ESET Live Grid optimized scanning based on whitelisting of "safe" files deliver precise detection of malware, making the solution highly effective against emerging threats.

PRODUCT USED BY THE CUSTOMER

ESET NOD32 ANTIVIRUS 4 BUSINESS EDITION

Proven antivirus and antispypware that delivers proactive protection for businesses large and small. The solution is complemented by ESET Remote Administrator – a central administration tool that allows for remote installation of security software, enforcing security policies, running remote scans and more.