



## :: Case Study

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Education – Keystone College

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ESET NOD32® Antivirus – Business Edition

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# Out with the Old – in with ESET



Charlie Prothero is Chief Information Officer for Keystone College, a four-year institution with approximately 1,700 students. He is responsible for the Pennsylvania school's IT infrastructure, and for protecting its electronic assets from viruses and other Internet threats. His group installs antivirus software on the school's 600+ machines, and offers it free-of-charge to students and employees for their home use. About 500 accepted the offer in the 2007-08 academic year.

During the previous renewal cycle in 2004, Keystone evaluated Sophos and McAfee, and re-evaluated the Symantec package that had been in place for many years. Symantec ended up winning, but the decision was not without conflict. Then came the updates.

"In the last year or so of our contract, Symantec distributed some updates that nearly crippled our older computers by using a lot of memory and CPU cycles," said Charlie.

## How did you hear about ESET?

In the Spring of 2007 Keystone decided to survey the various product offerings in antivirus software, with a particular focus on the performance impact. After a lengthy evaluation, no clear winner emerged. Then Charlie read an antivirus round-up review in PC World. The writers had praised ESET NOD32® Antivirus for providing excellent protection with minimal performance impact.

"We have some people using underpowered machines, so performance is a key metric for us. I liked the fact that ESET NOD32 was written in assembly language, consumed little memory and CPU cycles, and provided the same protection as heavier footprint products on the market. So we made some phone calls, got a demo in, and ran through our test routine. The first thing we noticed was a definite performance improvement — both on school and home machines," said Charlie. "And ultimately it was ESET's light footprint and clean install that helped us make the decision."

## Quick Facts

Company name:	Keystone College
Location:	La Plume, Pennsylvania, USA
Industry:	Education

"Not only did the smaller footprint result in noticeable performance improvement on the school and home machines, but we also liked the small size of the update files and the fact that updates are automatically pushed out to workstations through ESET's Remote Administrator console. It's nice to know that the workstations are getting their updates directly from ESET. That way, if our server develops a problem, at least we know that the workstations are still getting updates."

### What would you tell a system administrator considering ESET?

"Consider it, and consider it seriously. ESET may not be a household name yet in the U.S., but don't let that dissuade you from looking at this product. I would love to tell war stories about all the times their support team has bailed us out, but I can't. The product has never malfunctioned on any machine, so no one on my team has had any occasion to call since we did the initial setup. The sales and license administration people who I have worked with are all top-notch. A full year after implementation, we're as happy as ever with ESET," said Prothero.



ESET @ work	
Customer Problem	ESET Solution
Bloated software consumes significant CPU resources	Lightweight system footprint, minimal CPU usage
Slow performance, cost factor for the team	Dramatic improvement in performance
Computers "still not acting right"	Detected malware left resident by other AV product scans

"A full year after implementation, we're as happy as ever with ESET."

— Charlie Prothero



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