ESET

:: **Case Study**

Education – Winnipeg School Division

ESET NOD32 Antivirus – Business Edition

Northern Exposure

Kenn Olson is a divisional computer electronics technician for Winnipeg School Division (WSD), which provides educational programs and related services to approximately 34,000 students from Nursery to Grade 12. In addition, the Division provides summer programs and English as an additional language classes. In all, the Winnipeg School Division has 77 schools ranging from elementary to adult education.

Prior to 2002, WSD had used a very well-known security vendor's antivirus program. It worked fine – at first. "This product had been a satisfactory DOS antivirus solution, but the transition to Windows antivirus protection had been problematic," said Kenn. "When the old antivirus program changed from a DOS-based TSR with a Windows monitor to a fully Windows-based product, noticeable performance issues arose."

In the late 90s, both the source and frequency of new viruses had changed for the worse. Whereas the biggest concern used to be viruses and malware transferred via floppy disk, most were now proliferating through compromised networks. "In the early 90s, it was acceptable to update antivirus definitions on a semi-annual basis," said Kenn. "By the end of the decade, we required weekly updates."

Surprisingly, the software that Winnipeg School Division was running did not deploy automatic updates. The antivirus company released a weekly update package, but it was not integrated into the desktop product and could not be pushed out automatically from a local server except by using a third-party software package.

By 2002, the Division had seen thousands of workstations crashed by an antivirus definition update, noticeable performance issues, and a few virus infiltrations. WSD decided it was time to re-evaluate their antivirus software. After evaluating submissions from McAfee, Norton, Sophos and ESET, they eventually settled on ESET.

Why ESET?

"Five words: Price, performance, reputation, configuration and scalability."

Implementation

When WSD switched to ESET in the summer of 2002, Division technicians were dispatched to replace Winnipeg's security software with ESET NOD32® Antivirus. The transition was seamless.

Quick Facts

School name:	Winnipeg School Division
Location:	Winnipeg, Manitoba, Canada
Industry:	Education

"ESET NOD32 lends itself very well to distribution from local servers, so a customized installation package was downloaded to one server at each of the schools, which then served as the ESET NOD32 update server for the school. The server package included the client installers preconfigured to install with no intervention — one click and they were done. With a computer-to-technician ratio of greater than 300:1, the value of expedited deployment cannot be overstated."

Results

"All workstations in the Division saw a noticeable improvement in system performance. With ESET NOD32 installed and automatically updating, viruses became a thing of the past."

Kenn concedes antivirus products are a necessary evil. If the world had no malicious people, he wouldn't be running any security software. "But, since that's not the case, the best that any antivirus vendor can hope for is that their customer doesn't notice their product: that their clients' computers just work normally, as if no antivirus software was installed! ESET NOD32 provides exactly this scenario."

Anti-malware programs don't lend themselves well to ROI measurements, and Kenn admits it would be impossible to put a price tag on ESET's value. "There is no way to know how many pieces of malware would be able to evade the other defenses we have in place, short of uninstalling ESET NOD32 globally and running without that component for a test period of time. Obviously, that's not going to happen!"

The Bottom Line

"ESET NOD32 is an essential component in the normal operation of Winnipeg Division computers. The highest praise I can give it is that, by and large, we don't notice it!"

ESET @ work	
Customer Problem	**ESET Solution**
Windows crashing	Improved speed
No automatic updates	Multiple, "silent" updates per day
Viruses going undetected	Increased virus protection

"With ESET NOD32 installed and automatically updating, viruses became a thing of the past." — Kenn Olson

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