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:: Case Study

Value Added Reseller – CSA

ESET NOD32® Antivirus – Business Edition

When Customer Privacy Matters



CSA was founded in 1993 and became an ESET customer in December of 2002. CSA's employees are consultants for large organizations who value their privacy, as CSA is an expert in perimeter and internal network security. Typically, the process begins with CSA coming into an organization, evaluating the system configurations, recommending what software to run, and how to deploy it. CSA boasts several hundred clients, with sizes ranging up to 1,200 computers.

Why ESET?

In the words of CEO Stephen Elek — “I became a partner with ESET because I can sell and support the product.”

He feels that way because he has spent time selling, installing and managing other solutions as well — including those of Symantec and McAfee. Stephen's greatest challenge lies in overcoming the current policy prevalent at a lot of large organizations, where inferior software is deployed because it comes from a bigger name, and is thus a “standard.”

“A lot of IT directors don't want to take chances, even though they know ESET makes a better and faster product. For example, a customer of ours is part of an organization where they say McAfee is a 'standard' antivirus program. McAfee missed four trojans that infected 120 machines. If ESET had missed one, it would be considered unacceptable. We came to find out later that ESET's heuristics identified the trojans two and a half years ago, and named them six months later.”

Playing Well with Others

He also likes how well ESET works with other vendors, as CSA has a number of clients running multiple security solutions. Says Elek, “Because a lot of companies adopt a 'more security is better' approach, it's imperative the AV software play nice with others. Zenworks Asset Management (ZAM) and Patchlink are two examples of programs that McAfee's HIPS won't function well with, and will likely lead to a 'blue screen of death.' ESET NOD32 Antivirus works with everything, and you don't even know it's running. Once you install it — you're done.”

Quick Facts	
Company name:	CSA
Location:	Mishawaka, IN, USA
Industry:	Network Security Solution Provider

Elek maintains that when people have done their homework and their own testing, they know not every antivirus program is going to catch everything, but should run fast and catch what's proliferating in the early stages. He is impressed with ESET's heuristics, which detect malware before it is formally identified as such.

Total Cost of Ownership

For ESET customers, Total Cost of Ownership (TCO) is often another mitigating factor, and Elek is no exception. A few years back, CSA had a client who was running MyCIO. Said Elek, "it would often show it not updating. And of course, if we're not receiving the latest updates, it's useless. So we'd

have to uninstall, run MyCIO cleaner and reinstall — which became very time consuming when you're installing and reinstalling software on 50 machines per week. Our TCO shot through the roof." Since that client made the switch to ESET NOD32 Antivirus, it hasn't had any type of virus outbreak in five years.

A few hundred of CSA's organizations are running ESET NOD32. Prior to that, most of them were running Symantec. Elek says the number one reason for the switch is system stability. Most of his customers who want to switch are tired of the "bloatedness" caused by the big names. Because ESET is much more tightly integrated, it hasn't been a problem.



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

"ESET NOD32 works with everything, and you don't even know it's running. Once you install it — you're done."
— Stephen Elek



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