ESET

:: **Case Study**

Security Solutions Provider – Total Tech

ESET NOD32 Antivirus – Business Edition

Total Tech Selects the Total Package

Founded in 2004, Total Tech is an Internet and network security solutions provider that helps protect and secure over 400 companies from network security threats. Even though it's a young company, it already has a national customer base – including customers in Canada - and is growing by 25% a year. Total Tech products and services are maintained by certified technical professionals committed to supporting the needs of its customers.

Vice President Chris Metcalf is a longtime ESET customer. In fact, Total Tech has never supported any other antivirus company. After hearing about the product from a former coworker, Chris and his team tested it themselves and quickly discovered there was significant demand for it.

"Personal relationships brought us into it, but once we heard about the technology and grassroots support in the IT community, we were sold on ESET," said Chris. "And the strength of our partnership has kept us from even thinking about selling other products."

Most deployments from Total Tech start with a free evaluation license for the customer, typically 30 to 60 days. That usually seals the deal. "If people take the time to do a proper evaluation, most will follow through and make the purchase."

What were your objectives in using ESET?

"Our customers were using all the big names for AV, however they were having a lot of issues with those products being bloated, becoming resource hogs, missing viruses, and offering poor technical support. We brought ESET in because it's very lightweight, with a small footprint and fast scanning speeds. With its superior heuristics, ESET NOD32® doesn't need a signature to detect a threat. Our customers love it for all these reasons. It's a real 'set it and forget it.' "

Chris also welcomes the short implementation process he regularly encounters. "During the pre-sales phase, we can have all the components up and running in about an hour, including the central management system. During this time we then monitor what we see on those systems. More often than not, ESET finds something other AV companies have NOT found, so we'll clean it off the system. The end result is a cleaner, noticeably faster network."

Quick Facts	
Company name:	Total Tech
Location:	San Diego, California, USA
Industry:	Security Solutions Provider

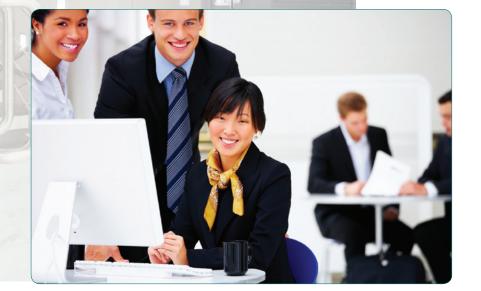## What about Larger Deployments?

"For larger networks, the ESET Rip and Replace tool is very handy, because you can centrally deploy it – removing the old AV and installing ESET in its place. Rip and Replace will look at the installers the previous products use, find out how everything gets laid down, and then install ESET from a central point."

There are some ROI benefits as well. "Disinfecting a computer you didn't even know was infected will save you time and money, and will reduce the total cost of ownership, especially if your network has some older equipment."

What would you tell an IT administrator who is considering ESET?

"I would actually ask them a series of questions. What pain have you experienced? Do your machines run slowly? Do you have older machines on your network? Are you having problems updating? If you would like the fastest, lightest weight and most accurate antivirus product available, we've got the answer for you."

ESET @ work

Customer Problem	ESET Solution
Bloatware	Lightweight and fast
Undetected malware	New malware discovered that was previously undetected
Poor technical support	Responsive customer service

"Once we heard about the technology and grassroots support in the IT community, we were sold on ESET." — Chris Metcalf

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