

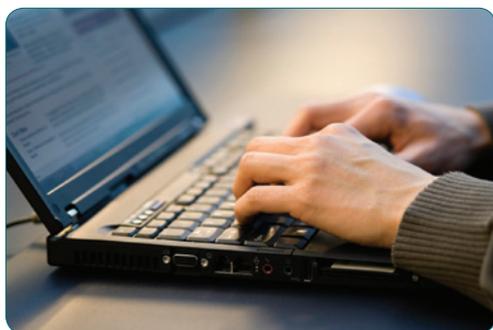


:: Case Study

Managed Service Provider – No Panic Computing

ESET NOD32® Antivirus – Business Edition

No Reason to Panic



Tom Ward is Vice President of Marketing for No Panic Computing (NPC), which specializes in secure mobile computing solutions for small business professionals. NPC's business model is to take existing HP laptops, and bundle in office software, online backup, encryption, security software, accidental damage protection, a warranty and 24/7 support. The result is a secure workstation that keeps the information of NPC and its customers safe and protected.

When it came time to select the security software component, NPC had one goal in mind. "We wanted it to run well and fast with no issues," said Tom. It then kicked off a lengthy evaluation where the primary focus was on "user experience."

Quick Facts

Company name:	No Panic Computing
Location:	Ontario, Canada
Industry:	Managed Service Provider

NPC had several requirements that would directly impact the user experience. The software needed to be:

- Light on the system with no performance degradation
- Able to recognize and stop zero day attacks
- Deployed by NPC from its own data center, and managed by NPC over the Internet

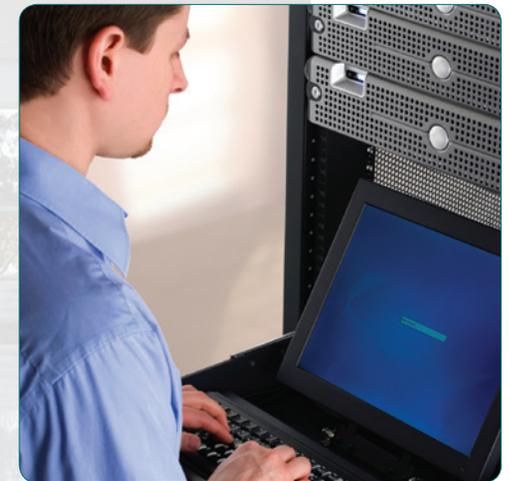
"No Panic Computing took a look at a number of offerings, but we especially liked ESET as it had very little impact on system performance...you don't even know it's running," said Tom. "We liked other AV software from a brand perspective and the marketing capabilities they would put behind us. But, we ultimately had to go with the technologically superior product."

It didn't take long for NPC to see its investment pay off, when an NPC user inserted an infected memory stick into his computer.

"We were extremely impressed," said Bill Keating, Vice President of Technology and Operations for No Panic Computing. "Literally within five minutes of our customer putting that USB stick in the computer, we received an email alert from ESET. The monitoring technician picked up the phone and called the customer, informing him that he was just attacked by a Russian Trojan, and that the attack had been thwarted. Our technician then instructed the customer on how to clean the Trojan off his memory stick. Aside from the obvious benefit of catching viruses, ESET also allows NPC to watch over our customers."

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

"It's going to achieve everything you want to achieve. It's not going to tax system resources, it will catch viruses and you can manage it through your own support center. The big benefits from an IT managed services standpoint are the console management capabilities, low CPU utilization and its effectiveness. We've sent certain trojans to attack it. In one test we sent 60 viruses to a machine and ESET detected all 60," said Ward.



ESET @ work

Customer Problem	ESET Solution
Taxing on system	No performance degradation
Low detection rates	Able to recognize and stop zero day attacks
Management complexities	Easy to deploy and manage

"We especially liked ESET as it had very little impact on system performance... you don't even know it's running."

— Tom Ward



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