

SDPD switches to ESET after performance issues

“It’s a great product. It’s not going to drag down your system, and you can count on it to do what it’s supposed to do.”

—Lloyd Cook, Police Officer, New Tech Unit, San Diego Police Department



Lance Pound and Lloyd Cook are police officers with the New Tech Unit for the city of San Diego, California. Their duties are many, but include overseeing the network administration of the force’s 1700 computers and assisting officers in the field when they encounter problems with their laptops.

Until 2008, the SDPD was using Trend Micro security products to protect its 1200 Panasonic “Toughbook” field laptops from viruses, spyware, and other malware. Due to performance issues—namely, a system-wide slowdown of laptops—the department made a switch to ESET in the middle of that year. Pound said, “We found that Trend Micro and Symantec were resource hogs.”

Why ESET?

By this time, Officers Pound and Cook had become very familiar with the ESET name through the online security software reviews they had run across over the years, including favorable reviews in *PC Mag* and *Maximum PC*.

The SDPD had specific objectives upon installing ESET. “We wanted protection that would not adversely impact the operation of our laptops, would improve their speed, and, at the same time, provide maximum protection,” said Pound.

Officer Cook, a 16-year veteran of the force, had this to say about the ESET migration: “ESET was a very smooth deployment. It was a quick installation and, more importantly, didn’t interfere with any of our applications, as we use a lot of custom apps. The updating is seamless and works well for officers in the field.”

After deployment, the SDPD noticed some big differences. “ESET did not impact the operation of our laptops. The update feature worked very well, and the customer service has been great,” said Pound.

“There are three major benefits we’ve experienced from making the switch to ESET,” Cook said. “First, we love its lightweight footprint on our system resources. Second, the updates happen seamlessly throughout the day, which tells us ESET is on top of new threats. And finally, its ability to customize installations and configurations has greatly simplified our lives.”

Overall performance?

“ESET has been outstanding,” said Cook. “For example, one time, we had what we thought was a conflict with our Blue Coat software. We phoned the ESET support staff, who were absolutely fabulous. They were able to isolate the problem,

Quick Facts

Company name:	San Diego Police Department
Location:	San Diego, CA
Industry:	Law enforcement

which ended up not being ESET-related at all. Yet they patiently worked with us until the problem was resolved. They truly went above and beyond.”

What would you tell IT administrators who are considering ESET?

“It’s a great product,” said Cook. “It’s not going to drag down your system, and you can count on it to do what it’s supposed to do.”



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ESET NOD32 Antivirus + Remote Administrator

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