



:: Case Study

Sprague Energy

ESET NOD32 Antivirus – Business Edition

Sprague is Sprung



Carlos Garcia Moran is a server storage engineer for Sprague Energy, one of the largest suppliers of energy and materials handling services in New England with products including home heating oil, diesel fuels, residual fuels, gasoline and natural gas. Over the years Sprague has aggressively expanded upon its fuel procurement, handling, and delivery expertise. Sprague owns and operates one of the largest networks of petroleum product terminals (complex of storage tanks) in the New England region.

Carlos assists with maintaining and supporting the company's IT infrastructure, which includes securing its network of roughly 500 computers. Previously Carlos was using a mix of e-Trust and Symantec, but found that his older machines couldn't run Symantec 10.5 or 11. "We found the weekly scans were bringing a lot of machines to their knees."

Word of Mouth

Carlos belongs to an IT administrators newsgroup with over 50,000 members. "It's a great place to see what everyone else is using." One day he stumbled onto a thread about corporate antivirus products, and specifically what people were switching to the most.

"The top antivirus program everyone seemed to be switching to was ESET NOD32® Antivirus."

Carlos then enlisted the services of NSG, a local reseller of ESET products, to kick off a small scale pilot program with immediate, tangible results. "The pilot program consisted of deploying ESET NOD32 Antivirus on a mix of about 30 high- and low-end machines, low-end test ops, servers, and development machines to see how it ran. We tested it for 30 days and after that we were very satisfied with the product. We found the low-end machines that couldn't run the Symantec product could run ESET with no problems.

The lack of false positives was another selling point for Carlos, since Sprague uses industry-specific software other vendors commonly flag as suspicious. "When a fuel truck goes in to get filled up at one of our locations, one of our computer systems determines that they are approved and for what quantity. Allowing our software to do that job is crucial to our success." Therefore during installation, NSG and Sprague worked together to implement the right exclusions, so the scanning worked without flagging its exclusive software.

Quick Facts

Company name:	Sprague Energy
Location:	Portsmouth, New Hampshire, U.S.
Industry:	Energy

The Partner Experience

"I actually did research on NSG and contacted them. They were very good guys and worked with us to get up and running with demo licenses. Our engineers collaborated with NSG's engineers to ensure the pilot's setup and deployment was a success, and to make sure everything worked after 30 days. It did. NSG provided great support, calling me every couple of months to make sure we were happy with the product. A couple of months ago there was a bum update and the vendor called to alert me, which was above and beyond what I would expect of a normal partner."

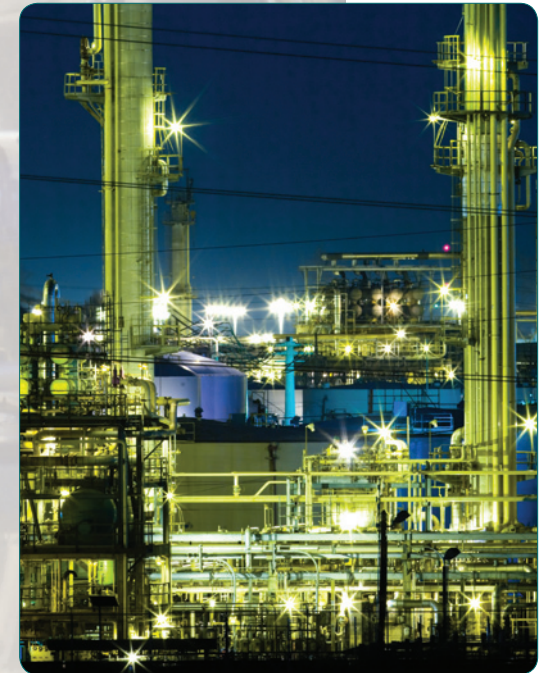
ESET @ work	
Customer Problem	ESET Solution
Undiscovered viruses and spyware	Discovered undetected malware
Low end devices couldn't run Symantec	All devices could run ESET
Industry-specific software flagged for malware	Exclusions of industry-specific software eliminated false positives

ROI

"It's definitely eased the load on the help desk for support calls or issues with viruses, because it's easier to use and can be managed remotely. It was \$500 less, so we were able to switch and save money as well. It's also increased return on investment in PCs by extending the life expectancy of older machines."

What would you tell an IT administrator considering ESET?

"I would say we're very satisfied with the way the ESET product has integrated into our company. Not only has it discovered viruses and spyware other products did not find, and we didn't even know we had, but it's a real 'set it and forget it' product. Those are the products you want to work with, because they do their job so well, you don't even know they're running. It's been great!"



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— Carlos Garcia Moran



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