



:: Case Study

Healthcare – Archbold Medical Center

ESET NOD32 Antivirus – Business Edition

ESET — Just What the Doctor Ordered



Archbold Medical Center is comprised of five hospitals and four nursing homes, with more than 800 beds in and around Thomasville, Georgia. In business for over 81 years, it employs more than 2,500 people and has a medical staff of more than 200 qualified specialists.

Martin Slusher is the senior network administrator for Archbold, overseeing 2,500 PCs; 3,100 users and 180 servers across 60 locations.

Until April 2007 Martin's group was using Symantec Enterprise Edition for antivirus protection. However he was soon on the lookout for a better solution, with a few objectives in mind:

- Find a more effective antivirus
- Find a more cost effective solution
- Resolve the complaints from network users about sluggish computers (most of them had new PCs, so he knew the current AV must be a resource hog)

Quick Facts

Company name:	Archbold Medical Center
Location:	Thomasville, Georgia, U.S.
Industry:	Healthcare

Why ESET?

"I first heard about ESET from a local IT shop who mentioned it to me. I researched it and tested it at home before I brought it up to our CIO and other network administrators."

Then Martin and his team evaluated other AV companies but decided not to move forward for various reasons, including price, sales people and installation help.

"Ultimately we decided to go with ESET NOD32® Antivirus Business Edition because of its ease of use and heuristics," said Martin. "It found infections in our environment that had previously gone undetected. We were able to observe all of this with a 90-day trial copy."

Implementation

Archbold purchased ESET through a reseller – Classic Networking. "Classic offers 'Rip and Replace' service that removes all versions of Symantec and installs ESET NOD32. This was a huge help considering we have a small IT staff. These guys were great! They helped us create a group policy on Active Directory to run the custom script and then they gave us training on the product."

Aside from finding spyware and malware other programs missed, there were other improvements Martin immediately noticed. "The end users' PCs showed a huge increase in processing speed. In addition, Remote Administrator gave us reports that are much more useful in terms of granularity than our previous products' reports."

ROI

Executives want to see quantifiable ROI. ESET delivers. "We entered a three-year contract with ESET, which on price alone saved us 67 percent right off the bat. Our staff has also spent less time cleaning infections. I estimate we've reduced traffic to our call center by 70 percent."

What would you tell an IT administrator considering ESET?

"I would strongly suggest putting this antivirus software in any environment. It is cost effective for a restrictive budget, it frees up technicians' time so they can concentrate on other day-to-day fires, and most importantly, the program's quality is head and shoulders above the rest."

ESET @ work	
Customer Problem	ESET Solution
AV running slow – even on new systems	Huge increase in processing speed
Expensive	Attractive price point
AV hogging resources	"Rip and Replace" service automatically uninstalls legacy AV and installs ESET
Viruses and spyware going undetected	ESET found what others couldn't



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— Martin Slusher



Corporate Headquarters

ESET, spol. s r.o.
Aupark Tower
16th Floor
Einsteinova 24
851 01 Bratislava
Slovak Republic
Tel. +421 (2) 59305311
www.eset.sk

Americas & Global Distribution

ESET, LLC
610 West Ash Street
Suite 1900
San Diego, CA 92101
U.S.A.
Toll Free: +1 (866) 343-3738
Tel. +1 (619) 876-5400
Fax. +1 (619) 876-5845
www.eset.com



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