

Five out of Five Doctors Recommend ESET

"I'm very happy with this product. Don't even **think** about going with anyone else."

– Gina Armbruster



FIVE OUT OF FIVE DOCTORS RECOMMEND ESET

Gina Armbruster is office manager for San Diego Gastroenterology Medical Associates, which was founded in 1977 with two internal medicine doctors. After hiring its first gastroenterologist in the early 2000s, it evolved into a specialty office by 2003, focusing on gastroenterology. It has since grown to five physicians and nine staff members.

It wasn't until 2004 that SDGMA's computers got connected to the Internet, so its antivirus history has been fairly brief. A couple years ago its antivirus software — then Norton — started sending all network users daily pop-ups that the software was set to expire, and that it was time to renew.

"The problem was these daily reminder pop-ups started happening a full four months before it was set to expire," said Gina. "I was receiving numerous complaints from my internal staff, but there was nothing I could do."

Adding to her troubles were lengthy updates that would slow certain computers to a crawl, and the fact that upgrading to the next version would require manually uninstalling and reinstalling the software. Her team needed something easier and quicker to install than what they were using.

TIME FOR CHANGE

"I made the decision we had to change antivirus software providers."

Acting on a tip from a family friend (and ESET employee), Gina began considering ESET NOD32® Antivirus. She double-checked with her IT guru, who knew the product and had worked with ESET before with good things to say.

She and her team decided to add ESET NOD32 Antivirus into its evaluation of new products. After comparing speed, performance and even licensing policies, SDGMA ultimately decided on ESET.

THE TRANSITION

"There were some immediate, tangible improvements — let's start with the implementation," said Gina. "The time it took to uninstall Norton — on 14 different computers and reinstall the updated version took a VERY long time. That meant higher cost to my IT team in terms of man-hours and lost productivity, and at \$85 an hour, it adds up. ESET was installed in a fraction of the time — and the best part — it was done remotely! It was so quick I was like 'we're done already'? So there was some immediate ROI."

Quick Facts

Company name:	San Diego Gastroenterology Medical Associates
Location:	San Diego, CA, USA
Industry:	Healthcare



ESET NOD32 Antivirus — Business Edition

The ultimate solution for your computer security

Comprehensive, proactive protection is crucial in a business environment. ESET NOD32 Antivirus helps business protect its most valuable data from malware and hacker attacks.

She found some other improvements as well.

“Our computers worked much faster. And it did its job without any user intervention. Our physicians and staff all reported how much faster their computers were. Now instead of annoying daily pop-ups and signature updates that would slow some systems to a crawl, all I get is the occasional signature update notice that briefly appears then disappears in the lower right hand corner of my screen.”

Gina says there has been no downside associated with the transition, and other than the faster speed, she doesn't really know it's there. It runs quietly in the background, which is the way she wants it.

WHAT WOULD YOU TELL AN IT ADMINISTRATOR WHO IS CONSIDERING ESET?

“I am **very** happy with this product. Don't even **think** about going with anyone else!”

ESET @ work	
Customer Problem	ESET Solution
Daily pop-ups saying “your license is about to expire”	No annoying pop-ups
Manual uninstall and reinstalls for Norton upgrades	Remotely installed and deployed
Slow speeds	Much faster performance

