

# CASE STUDY: MILLER SOLUTIONS LTD



„ESET delivers everything you need in an anti-malware package: great detection rates, small footprint and centralised management. This, combined with the expert support and training the company provides, makes ESET our chosen supplier for protecting our customers' systems.“

*Andy Miller, Managing Director of Miller Solutions*

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## CUSTOMER

Chesterfield based Miller Solutions provides a wide range of IT solutions and managed support services. The company works closely with its customers to enable them to maximise their use of existing systems, whilst providing the necessary expertise to allow for expansion and the introduction of new technology.

## PREVIOUS SECURITY SOLUTION

Internal monitoring showed that the Miller Solutions Help Desk was starting to receive an above average number of calls from customers relating to its anti-malware managed service. The calls ranged from false positives and infections to management issues such as un-bootable workstations, slow performance, and remote management issues.

## CHALLENGE

Despite working with the vendor to try and resolve some of the issues, Miller Solutions felt that no satisfactory strategy was being put forward and decided to look for an alternate provider. The company appointed a selection board consisting of three consultants from its engineering team and drew up a list of criteria that the replacement anti-malware product should meet.

“We looked at all aspects of the product offering, not just the technology, but the support behind it and the training offered,” says Andy Miller, Managing Director of Miller Solutions. “We wanted a product that didn't just provide great protection, we wanted one that was easy to install, and had little or no impact on the PC. We chose ESET NOD32 Antivirus.”

## SOLUTION

ESET's small footprint on system resources, fast installation and low maintenance overheads, combined with centralised management that is able to integrate with other key management software, impressed the Miller Solutions selection board.

Andy Miller says: “With ESET we not only have dramatically less support calls and incidents, but their partner programme enables us to become involved at a much higher level.” In addition, ESET's highly knowledgeable UK based support team and offsite instructor-led training gave Miller Solutions the confidence that ESET was a partner with whom they could form a close working relationship.

# ESET Endpoint Security

Safeguard your company data with multilayered protection from an antivirus pioneer



**25 YEARS** ★★★★★  
**INNOVATIVE** ★★★★★  
**TOP-RATED** ★★★★★  
**ANTIVIRUS** ★★★★★  
**PROTECTION** ★★★★★

Safeguard your company network with ESET Endpoint Security - a solution that protects your data on multiple layers. The legendary NOD32 antivirus, two-way firewall, web control and remote administration stand in the first line of defense against threats.

In ESET, we have a 25-years' experience in creating security software which has earned us trust of more than 100 million users around the world and numerous awards and accolades from prestigious testing bodies.



## 3 GOOD REASONS TO USE ESET ENDPOINT SOLUTIONS

### BUILT TO BE LIGHT AND EFFICIENT

The unique build of ESET Endpoint Solutions with focus on small system demands has been optimized to perfectly match any system environment, ensuring fast startup and smooth performance while delivering a consistent level of security.

### REMOTE ADMINISTRATION

Manage the security across thousands of endpoints from a single console. Take advantage of features such as randomized execution of selected tasks to load balance tasks on the network and real-time web dashboard displaying critical information about network security.

### CLOUD-POWERED REPUTATION

ESET Endpoint Solutions deliver advanced protection to company endpoints. The proven ThreatSense scanning engine combined with ESET Live Grid optimized scanning based on whitelisting of "safe" files deliver precise detection of malware, making the solution highly effective against emerging threats.

### PRODUCT USED BY THE CUSTOMER

#### ESET NOD32 ANTIVIRUS 4 BUSINESS EDITION

Proven antivirus and antispysware that delivers proactive protection for businesses large and small. The solution is complemented by ESET Remote Administrator - a central administration tool that allows for remote installation of security software, enforcing security policies, running remote scans and more.