



## :: Case Study

Security Systems Services – Reliance, LP

ESET NOD32 Antivirus – Business Edition

# Reliance Relies on ESET



“Once we replaced our antivirus software with ESET NOD32, virus issues were totally eliminated.”

So says Robert Jackson, director of infrastructure and networking for Reliance, LP. Reliance Protectron is the second largest alarm company in Canada, servicing residential and commercial properties from coast to coast. Reliance also installs and maintains HVAC and security systems.

Mr. Jackson is responsible for everything on the “back-end” of the infrastructure, including servers, security, databases and disaster recovery. Reliance has four data centers, located in Montreal, Ottawa, Toronto and Edmonton.

With over 1,500 employees and 1.5 million customers, keeping the network humming is one of his top concerns. Selecting the right security software is an integral part of this process. Unfortunately, the AV software he inherited had some shortcomings.

“We were getting a ton of calls about malware slowing down our system,” said Jackson. “This resulted in a lot of resources being diverted to address these issues, as opposed to supporting projects to grow the business.”

## How did you hear about ESET?

“Prior to Reliance, I worked for 12 years in professional services both at the management and technical levels, delivering solutions for a number of Canadian provinces,” continues Jackson. “An ESET representative suggested I try the product, so I had my guys work with it. Their feedback was extremely positive. After trying it myself, I knew I couldn’t use anything else.”

Shortly after arriving at Reliance, Jackson made some changes, one of the first was replacing McAfee and CA with ESET.

## Quick Facts

Company name:	Reliance, LP.
Location:	Toronto, Canada
Industry:	Security Systems Services

"Once we replaced our AV solutions with ESET, it was like night and day. For starters, ESET identified tons of malware that McAfee and CA could not. This completely eliminated our issues, resulting in a much faster network and gave us our lives back in terms of hours spent solving problems. ESET also makes managing the whole process a lot easier. We can now centrally install and push out updates with zero impact to the user. The performance aspect is important because not every PC on our network is top-of-the-line. While McAfee placed a noticeable drag on our system, ESET NOD32 was much more effective and completely invisible to our users."

What would you say to an IT Director considering ESET?

"If you want a solution that really works, it would be a mistake to go with anything else. ESET NOD32 is very competitive from a cost standpoint, both in terms of price and resources, so I wouldn't be lulled in with the competitors' surrounding bells and whistles. After all, why are you buying an AV product? For fancy dashboards, or for virus removal and prevention? There aren't too many things I recommend, however this is one technology I can confidently recommend in good conscience, because ESET delivers on its promises."



#### ESET @ work

Customer Problem	ESET Solution
Poor performance	Dramatically improved performance
Difficult management	Simple, intuitive management
Too resource intensive	Much lighter footprint
Undetected malware	New malware discovered that was previously undetected

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