

## Sagiss, LLC

***“Sagiss is able to reclaim multiple hours from virus and malware remediation by using a solid AV product that stops the threat before it has a chance to inflict damage.”***

STEPHEN – NOC MANAGER – SAGISS LLC



COUNTRY: United States

www.sagiss.com

Number of seats: 3,000

Product: ESET Endpoint Protection Standard

### THE CUSTOMER

Sagiss is a managed services provider that serves small to midsized business in Dallas, Fort Worth, and the Mid Cities. It was founded in 1992 and has become a trusted partner for leading organizations in a variety of industries. From strategy and maintenance to around-the-clock response, Sagiss provides a solution to meet business's needs. Leveraging the latest proven technologies allows it to boost customers' growth and productivity with smart, hassle-free IT solutions. Any IT problem that you may have, Sagiss, with two decades of experience, is prepared to solve.

### A BETTER SOLUTION SOUGHT

Due to providing security to hundreds of customers, Sagiss is constantly faced with threats from all aspects of the realm of IT. It required a solid security solution that allowed greater coverage and defense for its customers. Sagiss went through a long, grueling process when it first analyzed independent third-party testing. After selecting a few security solutions, it proceeded to test the different products against each other to figure out which one performed the best in Sagiss's environment. When this process was completed, ESET came out on top of every single test.

### MAKING THE CHANGE

After making the move to ESET, Sagiss said, "Implementing ESET is simple and easy. Support makes the move graceful and fluid." Now that it has migrated to ESET, Sagiss is able to reclaim multiple hours from virus remediation by using an AV that proactively detects and remediates threats. Moving forward, Sagiss continues to receive excellent support that is both "thorough and efficient." Having most support cases resolved on the first call allows Sagiss to be confident enough to take on many clients.

### KEY BENEFITS FOR SAGISS

- **More time spent on other projects due to hassle-free nature of ESET's security solution**
- **Robust customization and configuration abilities exceed the needs of IT staff**
- **Easy installation and deployment process made it easy to switch from previous AV**
- **More resources to be utilized on computers due to small footprint**
- **Downtime, issues, and user support are minimized by prompt response from technical support**