

Wesleyan University

“I strongly recommend ESET. The sales staff has been professional and the product has performed well.”

—KAREN WARREN – DEPUTY CHIEF INFORMATION OFFICER

WESLEYAN
UNIVERSITY



Country: United States

www.wesleyan.edu

Number of seats supported: 4,000

Product: ESET PROTECT Essential On-Prem

THE CUSTOMER

Wesleyan University, a well-known liberal arts college in Middletown, Connecticut, has been an ESET customer for the last 10 years.

It all started in 2009, when the university was using Symantec Endpoint Protection for its antivirus software. Karen Warren, director of technical services at the time, was looking for more effective antivirus and threat protection that both reduced the number of machines being compromised and streamlined overall management. She ended up selecting ESET.

“The ultimate reasons for our choice were the management console ease of use, effective display of data, and small desktop footprint (low system utilization),” Warren said.

“However, the biggest selling point was the ‘Rip and Replace’ service. It completely removed the Symantec product and installed ESET, and did so without disruption to the user.”

WESLEYAN CHOOSES ESET ONCE AGAIN

In 2016, the university underwent an IT security review to identify the best product for Wesleyan’s needs. ESET competed with five other security products, and a “bake-off” was performed between the six different tools with the exact same base set of 120 viruses submitted by some of the vendors. Some of the items were run through Aegis Crypter to further obfuscate the viruses and enhance the testing.

In the end, ESET met all of the criteria, meaning the university had no reason to switch to another solution. Currently, Wesleyan has 4,000 seats of ESET PROTECT Essential On-Prem.

WHAT’S DIFFERENT NOW?

Management and configuration changes have helped overall performance and reporting. Though ESET is a “set it and forget it” tool, in the past Wesleyan did not leverage that feature to its full potential. Now, daily management and configuration policy is a joint effort between systems engineers and security professionals. Reports being generated are more useful and actionable, and user support professionals now have their own access to perform endpoint remediation from the console.

KEY BENEFITS FOR WESLEYAN

- **Effective malware protection**
- **Ease of management**
- **Small system footprint**
- **“Set it and forget it”**

WHAT’S ON THE HORIZON?

The university has been considering ESET’s SysInspector tool for Windows machine deployment to help monitor system behavior and isolate issues when reports of phishing attacks or malware infections occur.

Their ultimate goal—and the reason for choosing ESET—is to provide the most proactive protection possible with the least disruption of the end user experience.