

Testmark Laboratories Ltd.

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Testmark Laboratories Ltd.



TESTMARK Laboratories Ltd.
Committed to Quality and Service

INDUSTRY

Biomedical

WEBSITE

<https://testmark.ca>

COUNTRY

Canada

PRODUCT

ESET PROTECT Complete, 175 seats
ESET Cloud Office Security, 210 seats

THE CUSTOMER

Testmark is a geographically widespread laboratory providing environmental and oil-testing services to a variety of Canadian and international clients. It operates numerous scientific instruments that require specifically provisioned computers with demanding update schedules owing to their proprietary instrument software. It also has an array of administrative computers.



THE CHALLENGE

Testmark's distributed workplace and its wide range of machines and configurations meant that securing and controlling these devices was a challenge. The fact that its labs are spread across the Canadian province of Ontario means that a great deal of its technology has to be managed remotely. For this, Testmark used remote access technology, but felt it lacked the ability to get ahead of problems.

It was looking for a solution that would both protect its PCs and deliver telemetry on their state, since Testmark's individual branch labs are not large enough to warrant additional local IT personnel.

KEY BENEFITS FOR TESTMARK LABORATORIES

- Simplified overview via ESET dashboard
- Centralized security management
- Single, trusted security provider
- Easy deployment
- Easy management



THE SOLUTION

Testmark consulted a trusted provider (Sophia Group Ltd), who recommended that ESET could help with the management of its PCs. A demonstration revealed ESET's solution worked well.

ESET replaced Testmark's previous collection of disparate solutions, none of which was comprehensive or particularly portable, and whose management was time-consuming. The effect was immediate: *"The ESET dashboard and the policies model simplified the management of our devices dramatically."*

Testmark has seen central management of its systems become much easier, and comments that a consistent platform – ESET PROTECT – provides a reliable backbone for managing those systems remotely.

Its IT team say that the extra time gained from improved management has allowed other agendas to move forward, adding "There is also a peace of mind factor in that the scope of control is impressive."

It sums up the benefits of ESET as: *"Easy deployment, easy to manage, simple licensing, light footprint on the system, maximum level of protection, and reasonable costs. But the real fundamental change is that this is "information at our fingertips" and allows for a much more complete view of the state of our systems," adding "the product [is] an absolute dream to deploy and manage."*