

All Set for ESET

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– Laura Cummings, Vice President of Administration and Electronic Operations



COMPANY

Laura Cummings is vice president of administration and electronic operations for AllCom Credit Union, a regional provider of savings and loan products located in Worcester, MA. In business since 1922, AllCom was initially known as Central Massachusetts Telephone Workers' Credit Union. The credit union has 4,027 members and assets of \$50 million.

A TIME FOR CHANGE

Cummings is responsible for the networking and security across both Windows XP Pro SP3 and Windows Small Business 2003 R2 platforms. Four years ago she switched from McAfee to Symantec Antivirus Corporate Edition to protect her network and workstations. However, the solution was not without its problems.



"With Symantec, it would take forever to open an attachment because the AV would be scanning it," said Laura. "In fact, desktop performance as a whole was impacted, from applications taking a long time to launch, to intermittent network connectivity."

When the antivirus contract expired, Laura's managed service provider recommended against renewing because of the network and performance issues, not to mention a somewhat confused licensing policy.

WHY ESET?

Laura shared, "Our IT vendor did not recommend renewing our Symantec SEP v11 license due to the hardware requirements and chronic issues. Our goals were simple: protect all users from malware while, at the same time, retain a small system footprint without compromising network speed. Therefore, based on their recommendation, we chose ESET NOD32® Antivirus, even though we had never heard of them prior to the recommendation."

IMPLEMENTATION

Laura estimated the total implementation took 7-10 hours. She said, "The deployment itself was easy. The majority of the time was devoted to the custom configuration of our Small Business Server, server and individual PCs. However, most machines were updated with no interruption."

Quick Facts	
Company name:	AllCom Credit Union
Location:	Worcester, Massachusetts, USA
Industry:	Banking & Finance



ESET NOD32 Antivirus — Business Edition

The ultimate solution for your computer security

Comprehensive, proactive protection is crucial in a business environment. ESET NOD32 Antivirus helps business protect its most valuable data from malware and hacker attacks.

CHANGE HAS COME

Not long after the installation, Laura began to see a difference. "Right away I noticed desktop performance had improved," said Laura. "Everything was suddenly much quicker, including opening applications and attachments. Our network connectivity had also stabilized."

Laura found ESET very easy to set up and manage. "It was great! Having the console meant having everything at my fingertips. I could update everything right from the control server instead of walking around to each workstation. But, I would say the biggest difference is the interaction with Windows updates and virus definitions. ESET's color coded console map really distinguishes whatever individual workstation is having an issue. It makes everything quick and easy."

WHAT WOULD YOU TELL ANOTHER IT DIRECTOR WHO IS CONSIDERING ESET?

"I would absolutely recommend it."

ESET @ work	
Customer Problem	ESET Solution
Slow updates, intermittent connectivity	Improved performance
Cumbersome management	Easy-to-deploy, centrally managed
Stringent hardware requirements	Lightweight, easy on legacy hardware

