

## De Volksbank, Netherlands

de volksbank

***“ESET shares its knowledge and experience of security in the broadest sense of the word. They are not just concerned with their own products, but with what they can truly do for the customer.”***

RICK VAN DE WESTELAKEN, DE VOLKSBANK

Industry: Banking

Country: Netherlands

Website: [www.devолksbank.nl](http://www.devолksbank.nl)

Product: ESET Endpoint Security (7,500 licences)

### THE CUSTOMER

With its roots dating back over 200 years, De Volksbank is a Dutch, independent family of bank brands made up of four distinct organisations: SNS, ASN Bank, BLG Wonen and RegioBank. Each bank, with its own distinct purpose, is underpinned by a common goal: to make sure their customers remain at the heart of everything they do in a human, social and sustainable way.

De Volksbank provides mortgage, savings, payment, investment and borrowing products. And central to its continuing success is a quick, efficient and reliable IT infrastructure. To serve clients to the best of its ability, De Volksbank needs this IT infrastructure to be secure every step of the way.

### THE CHALLENGE

When De Volksbank's previous IT security provider decided to shift to a cloud-only service it created problems and this caused the organisation to explore its options. *“We couldn't set up our infrastructure with the new solution that was offered.”* explains Rick van de Westelaken from De Volksbank.

*“So, we mapped out what we needed and visited exhibitions and events to find a new IT security provider. We met ESET at Infosecurity and we asked them to develop a proof of concept over a number of other potential providers because of the completeness of their security portfolio and their ability to meet our strict wishes and demands. Plus, we could design our complete IT infrastructure with ESET.”*

### THE SOLUTION

The ESET central management platform can be used both in the cloud and on premise. This flexibility delivers added value because the solution is scalable, regardless of the choice of infrastructure. And, as Rick explains, ESET's ethos and expertise delivers a host of benefits for De Volksbank. *“ESET constantly contributes ideas that make a positive contribution. For example, ESET Threat Intelligence solution, which enables us to examine phishing emails better and faster.”*

### KEY BENEFITS FOR DE VOLKSBANK

- Complete security
- A flexible, tailored solution
- Collaborative approach
- Quick installation
- Technical support and communication

*“We can also transfer custom malware via ESET Threat Intelligence to the ESET headquarters for inclusion in the malware definitions. ESET are extremely knowledgeable across the entire product range and are able to resolve issues quickly and professionally. They are more than happy to arrange call backs and emails when required, with outstanding resolution times. In short, their outstanding service absolutely complements their outstanding products!”*