ESET Customer Case Study

Municipal Water Service Provider

"The products are doing a commendable job of providing protection. With the myriad of configurable features, it is my hope that ESET will help streamline vulnerability detection, reporting, and remediation."

INDUSTRY
Public Works

COUNTRY
United States

PRODUCT
ESET PROTECT Enterprise

THE CUSTOMER

A regional municipal water and wastewater service provider in South Carolina spans over 750 square miles, delivering an average of 20 million gallons of fresh drinking water daily to 60,000 direct retail customers while supplying wholesale water to an additional 90,000 residents. With a diverse IT environment that includes traditional systems and specialized operational technology (OT) like industrial automation and control systems, the organization relies on robust enterprise-level security measures to safeguard its critical infrastructure.

THE CHALLENGE

As a critical infrastructure organization, the water provider operates in a dynamic IT security environment that demands a comprehensive solution. The organization needs robust tools to protect sensitive customer and operational data, streamline vulnerability management and safeguard its critical infrastructure. Additionally, ensuring staff are well-trained on IT security solutions to maximize their effectiveness is a key priority.

THE SOLUTION

The utility provider chose ESET PROTECT Enterprise to secure over 600 devices. The IT team was impressed by ESET's industry-leading protection, robust features and customization capabilities.

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ESET's solutions deliver critical protection for both IT and operational technology (OT) environments, offering scalable and adaptable security.

Additionally, the team leverages the complimentary ESET Learning Vault to accelerate onboarding and enhance skill development across the entire team.

By streamlining processes such as vulnerability detection, reporting, and remediation, the organization aims to create a more proactive and efficient security posture.

KEY BENEFITS

- Security for both IT and OT environments, ensuring the organization's diverse infrastructure is well-protected.
- Integrated features simplify security management.
- Complimentary ESET Learning Vault access empowers team members to maximize product capabilities.
- Improved vulnerability detection, reporting, and remediation.

Learn more about ESET Business Solutions

Digital Security
Progress. Protected.

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