

ESET NOD32 – turning a multi-product problem into a simple, straightforward solution



Westwood One (www.westwoodone.com) supplies radio and television stations with information services and programming. Westwood One is the largest domestic outsource provider of traffic reporting services and the nation's largest radio network, producing and distributing national news, sports, talk, music and special event programs, in addition to local news, sports, weather, video news and other information programming. Westwood One is managed by CBS Radio, a division of CBS Corporation.

The Situation:

To protect their network, Westwood One was using a combination of AVG and Symantec antivirus products, as well as Microsoft Antispyware, Ad Aware, and Spybot Search & Destroy for Anti-spyware. The multi-product solution was memory intensive and only partially reliable and the firm had seen several serious infiltrations in a short period of time.

In addition, there was no way to centrally manage the various anti-malware systems, which were running a range of Windows operating systems on different domains across multiple markets in the US.

Goals and Objectives:

A single, centrally-managed anti-malware solution to provide protection for every device on their network. One that would work on all operating systems and devices, regardless of resources.

Quick Facts

Industry:

- Broadcast Media

IT Infrastructure:

- Windows 9x, NT, 2000, XP, and 2003

Number of Users:

- 1750

Return on Investment:

- A robust, single solution
- Significant increases in performance and system protection
- Much more effective use of IT resources

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The Solution:

A number of programs were considered and rejected in favor of NOD32, which offered a complete package and gave the company the necessary level of support. This single-product resolution was centrally managed, extremely configurable and very thorough. It was also reasonably priced, worked on all of the Windows operating systems on their network, required far less resources than their existing solution, and once installed the protection was almost invisible to users.

Implementation proceeded smoothly. According to Westwood One's IT group, technical support from ESET was available whenever necessary. Since there were multiple domains, it was necessary for Westwood One to perform each of the 1750 installations individually; this lengthy process was made easier with the Uninstaller tool provided by ESET, which allowed the uninstall of AVG and the install of NOD32 to be performed with a single reboot.

Increases in performance and system protection were almost immediate. NOD32 required far less system resources, and systems that had been presumed to be clean of infections were actually found to be harboring Trojans, spyware and other malware.

Systems are now fully managed and virus alerts are automatically generated and forwarded to Westwood One's Help Desk for follow up. The management console gives Westwood One a clearer understanding of its assets, as the firm uses the reporting functions to maintain year-to-date and month-to-date comprehensive reports as viewable web pages. Any necessary configuration changes are pushed out to the various systems for easy change management.

NOD32 has given the company a robust, single solution that takes the worry out of their network protection. IT resources are used much more effectively, where and when they are needed.

"From my first contact with ESET I felt confident that they were professional, knowledgeable and very interested in helping me find the right solution. Every question was answered; they were willing to do whatever they could to make the migration easier. Tech support has been available and responsive. I would and have recommended NOD32 to anyone looking for a complete, thorough anti-malware solution, regardless of cost. You could pay a lot more for a similar solution, but you really don't need to."

***Roger Fye, Director,
Information Services***