NOD32
Antivirus System

eset®

*essential security
against evolving threats*

NOD32, THE FINAL LINE OF DEFENSE

DIRECT ❖ IMPACT

Austin Direct Impact (www.dirimpact.com) is a privately held marketing services company established in 1995. The company, known for its ability to bring revenue to both established and emerging companies, identifies opportunities for revenue potential using its proven marketing techniques.

The Situation:

When Jim Holmes, the IT Support Manager, arrived at Austin Direct Impact in 2004 there was no real antivirus solution in place. Since it was a small company at the time, the company made due with 10 Norton Antivirus licenses and a number of indi-vidual licenses from different products.

That worked when the company had only 20 employees, but as it continued to grow, manage-ment realized they needed a more unified, complete solution, one that would protect them from both internal and external threats.

Goals and Objectives:

The company needed a cohesive solution; one that was price competitive, wouldn't be resource inten-sive and would keep their data safe and secure, protected from viruses and other types of malware.

Quick Facts:

Industry:
Marketing Services

IT Infrastructure:
Microsoft 2003 Server
MS XP Pro OS
MS 2000 Pro OS

Number of Users:
150

Return on Investment:
Considerable time savings
Significant decrease in the number of viruses that make it into the organization

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The Solution:
After reviewing several options, the company purchased 50 NOD32 licenses (since the initial purchase, usage has grown to 150 licenses). None of the other products on the market met their needs. Specifically, they weren't satisfied with Norton's performance, and knew from prior experience with McAfee that it wouldn't work for their organization.

There were a number of tipping points in the selection of NOD32. Jim Holmes had used NOD32 previously as an individual solution and knew how well it worked and it was price competitive and non-resource intensive. Plus, he saw no noticeable slowdown on PCs when the product was scanning, which is a big help in their organization. There are times where Austin Direct Impact's employees can have 10+ windows open at one time.

Austin Direct Impact was impressed with NOD32's administration tool, which allows for central console administration. When Jim Holmes began at Austin Direct, he was the only IT person, which made remote administration critical. Now Austin Direct has 2 IT people to support their organization, but this is still a very helpful tool.

Implementation began in January 2004 and was completed that same month with zero problems. Mr. Holmes remarked that "it was tougher to remove the existing software than it was to install NOD32."

Updates and new installs continue to be simple. When updates are needed, Austin Direct Impact employees based in Austin go to a mirror site and download them. Austin Direct Impact road warriors with laptops are sent to the ESET web site to download updates.

That's not the only thing that's easy now. There have been no major virus outbreaks since implementation of NOD32. If something slips through, it is caught by NOD32 before it propagates. Once NOD32 implemented on a machine, the IT department feels confident in the security of that machine and its addition to the network.

Jim Holmes is impressed with how well ESET stays on top of new threats. He receives two to three updates per day, which save him the aggravation of having to fix the outcome of viruses that attack the system. According to Jim Holmes, the company's "...final line of defense is NOD32."

> **"I worry a lot about viruses, but feel much more comfortable since implementing NOD32. Even some adware and spyware, the latest technological threats, seem to get caught and eliminated."**
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> *Jim Holmes,*
> *IT Support Manager*