ESET

:: **Case Study**

Banking – Regents Bank

ESET Smart Security – Business Edition

ESET – Where the Smart Money Is

Robert Hinojosa has been in the banking business since 1994, and with Regents Bank in La Jolla, CA since 2002. He categorizes Regents as a small- to mid-sized business-oriented community bank that sets itself apart when it comes to service. "We do our best to provide a high level of personal service to our clients." With four locations, Robert had his networking challenges cut out for him.

One of those challenges was of course to secure the network — protecting it from hackers, viruses, spyware, keyloggers and other Internet threats. In the financial sector, this is the most important job for an IT manager. Up until a year ago, Robert had been using Trend Micro Client Server Messaging Suite to secure his network, and it had been performing just fine.

What's the Problem?

Then some problems started happening, and the level of customer service he was receiving from Trend started to deteriorate. "We also had some issues with the previous version to what we're using now. Trend's responses to our questions left a lot to be desired. At the time our only viable response was to upgrade to Trend's current product. But even after the upgrade, a few workstations would continuously reboot themselves. We couldn't even uninstall the software unless we took the system into safe boot mode first. Then we had to go through a time consuming manual install process to avoid the issue."

In the meantime, Regents Bank president Dan Yates, was introduced to ESET through his brother, who works in the computer industry. His brother suggested Dan install it on his home computer. Impressed with ESET's proactive detection, scanning speed and ease of use, Dan soon called Robert and suggested Regents Bank give ESET a test drive. Robert, who was already looking for an alternative, got the ball rolling by installing ESET Smart Security on a couple of workstations.

After the Switch

"Things are going well," said Robert. "I've received positive comments about ESET's very comprehensive feature set. For instance, it allows blocking of certain websites and has minimal drag on the computer's use during a full scan, which we execute on a daily basis. Before ESET, I typically had to schedule a full network-wide scan during off hours, and another on my laptop during the day. I was very aware of when the antivirus was scanning the computer."

Quick Facts	
Company name:	Regents Bank
Location:	San Diego, California, USA
Industry:	Banking

Until trying ESET, Robert's main concerns with IT security were product reliability, customer service and CPU usage. So far ESET has excelled on all three fronts.

"In Trend's latest version of Client Server Messaging Suite, it provided a way to throttle the CPU usage down during manual scans. In my experience, it doesn't seem to reduce the demand...it just makes the scan take longer. So if the scan took 20 minutes before you set it on low, it now takes 40 minutes. I really haven't seen any benefit to throttling it down."

His experience with ESET is playing out a little differently. "While Trend drags the computer down to the point of being quite noticeable — sometimes half speed — ESET seems designed to 'take what's there' with regard to CPU usage. After installing it on one of my workstations, I noticed that initially it hit the CPU pretty hard, but when I actually used the computer, it came down dramatically. It was certainly no system hog."

Room for Growth

While Robert has experienced a hiccup or two along the way, his questions have always been promptly answered by ESET customer care. He characterizes his ESET experience as a positive one, and is looking forward to implementing ESET Smart Security® across his entire network.

"My goal was to see if it was possible to completely replace Trend Micro with ESET before our licenses expired, but they expired too soon so we had to renew with Trend. I'm looking forward to installing ESET Smart Security Business Edition to handle the additional devices we're adding to our network. My new goal is to have ESET running the whole show by November 2008," said Hinojosa.

ESET @ work	
Customer Problem	**ESET Solution**
Bloated software consumes significant CPU resources	Lightweight system footprint, minimal CPU usage
Slow performance, cost factor for the team	Dramatic improvement in performance
Computers "still not acting right"	Detected malware left resident by other AV product scans

"Things are going well. I'm receiving lots of positive comments about ESET's very comprehensive feature set."

— Robert Hinojosa

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