

Partnering with ESET Protects Customers Against Malware

“ESET delivers everything you need in an anti-malware package, great detection rates, small footprint and centralised management. This, combined with the expert support and training the company provides, makes ESET our chosen supplier for protecting our customers’ systems.”



CUSTOMER

Chesterfield based Miller Solutions provides a wide range of IT solutions and managed support services. The company works closely with its customers to enable them to maximise their use of existing systems, whilst providing the necessary expertise to allow for expansion and the introduction of new technology.

Internal monitoring showed that the Miller Solutions helpdesk was starting to receive an above average number of calls from customers relating to its anti-malware managed service. The calls ranged from false positives and infections to management issues such as un-bootable workstations and slow performance. In addition, the lack of centralised management provided by their current provider AVG, made it increasingly difficult to understand the status of each customer without directly connecting to their equipment/servers.

CHALLENGE

Despite working with AVG to try and resolve some of the issues Miller Solutions felt that no satisfactory strategy was being put forward and decided to look for an alternate provider. The company appointed a selection board consisting of three consultants from its engineering team and drew up a list of criteria that the replacement anti-malware product should meet.

“We looked at all aspects of the product offering, not just the technology, but the support behind it and the training offered,” says Andy Miller, Managing Director of Miller Solutions. “We wanted a product that didn’t just provide great protection, we wanted one that was easy to install, had little or no impact on the PC, and that could process definition updates without requiring a reboot.”

SOLUTION

After reviewing several market leading products, Miller Solutions chose ESET as it met all of the IT services company’s stringent criteria. ESET’s small footprint on system resources, fast installation and low maintenance overheads, combined with centralised management that is able to integrate with other key management software, impressed the Miller Solutions selection board.

In addition, ESET’s highly knowledgeable UK based support team and offsite instructor led training gave Miller Solutions the confidence that ESET was a partner with whom they could form a close working relationship. “Frequently with our previous supplier we felt that the support given was below standard, from incorrect advice given to no solution to an issue offered at all,” concludes Andy Miller. “With ESET we not only have dramatically less support calls and incidents, but their partner programme enables us to become involved at a much higher level.”

Become an ESET Authorised UK Partner

Let your business grow with ESET

The ESET partner program is engineered to help your business grow with award winning products, industry-leading profitability and partnering plans to fit your business.



ESET is rapidly expanding, reporting 278% growth in revenue over the past three years with over 130 million users worldwide. ESET is well respected within the industry and a name you can trust with the most advanced innovative anti-malware products on the market.

Better Support

Whether you need support closing a sale, implementing a solution, or maintaining a system of relationships, we can help with a multi-tiered support solution. Dedicated support lines, dedicated web pages, and above all, dedicated people provide all the assistance you need: up front and down the line.

Better Benefits

Aggressive margins - Earn a minimum of 25% with opportunity to increase margins and access to other benefits based on sales performance

Simple partner portal – Easy online ordering and simple administration of your licences.

Training – Regular training courses held throughout the UK ensuring you have as much information about our business and products as we do.

Marketing tools – A dedicated resource centre providing you with all the tools you need to sell ESET products and marketing development funds are available to our more productive partners.

What's the next step?

Simply fill out the online application form www.eset.co.uk/partners/apply

Your application will be processed promptly by our team so you can begin to grow your business with ESET

Alternatively if you have any queries or need further assistance give us a call on 0845 838 0832



Information about ESET, ESET develops software solutions that deliver instant, comprehensive protection against evolving computer security threats. We pioneered and continue to lead the industry in proactive threat detection. ESET NOD32 Antivirus, our flagship product, consistently achieves the highest accolades in all types of comparative testing and is the foundational product that builds out the ESET product line. Sold in more than 160 countries, ESET has a reputation for cutting edge software, providing world class protection to over 130 million users.

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