

## Total Computer Support Provide Customers With a Reliable Anti-virus Solution

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### CUSTOMER

Total Computer Support (TCS) provide IT maintenance and support services for a wide range of businesses in the South East of England, along with hardware and software solutions, installations, networks and consultancy.

TCS have over 25 years experience of providing a quality service, offering local IT support services to their customers who are largely SME's but occasionally some small office and home office users. TCS provide fast IT support and work with customers to provide a proactive management of IT infrastructure, attempting to prevent IT emergencies from materialising in the first place.

TCS have a strong focus on employee training to ensure their team can provide a fast response to any problem whilst resolving the issue with professionalism and to the customer's satisfaction.

### CHALLENGE

As a company that strives to resolve customer's IT issues and provide a quality customer experience, TCS needed an anti-virus product that they were confident in, knowing it was reliable and effective, from a vendor that offers support if required. As they offer all customers a tailor made service designed to meet technology, business and financial requirements, TCS wanted to offer a range of cost effective anti-virus products to suit their varied customer base.

TCS began looking for a new vendor, hoping to find "great products with no hassle" according to David Jones at TCS. One of their technicians began researching alternative vendors on the internet and found good reviews about ESET, so after further research and product testing, the decision was made to supply ESET products.

### SOLUTION

TCS have been very satisfied with their decision in working with ESET; David Jones commented "ESET has proved to be superior in every way to previous companies' anti-virus products. We have also been particularly impressed with the efficiency of ESET products, low system resource requirements, easy to purchase, easy to install, easy to manage, easy to renew, easy to get support when required from the UK based ESET support team, perhaps the product should be renamed EASY?"

"ESET provides a reliable anti-virus solution that is so easy to setup and maintain plus it is cost effective and un-intrusive. We have never had a customer complain about ESET in over 7 years of selling the product. We have never had a client refuse a renewal on a system they were still using. ESET has got to be the best anti-virus product on the market. What more can you say!"

# 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](http://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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