University of the Incarnate Word

"Overall, it's been a great experience working with the ESET family of products."

—Edgar – technical support technician

UIW

Country: **United States**

www.uiw.edu

Number of seats supported: **2,400**

Product: **ESET Endpoint Security**

THE CUSTOMER

The University of the Incarnate Word was founded in 1881 by the Sisters of Charity of the Incarnate Word. This private Catholic university has locations throughout Texas (the main campus is in San Antonio), as well as two campuses in Mexico and a European study center in Heidelberg, Germany.

THE CHALLENGE

According to the school's technical support technician, Edgar, the university has 20,000 employees and 24,000 endpoints, and uses Windows 10, Windows 7 and Mac OSX.

As with all universities, cybersecurity challenges include protecting faculty, staff and students; securing confidential data; and keeping networks running without interruption. Edgar noted that the biggest issue is users' lack of knowledge about security best practices, which can leave an institution more vulnerable to attack.

The university started looking for a new security solution when it underwent a major ransomware attack. "We were using Microsoft ForeFront endpoint security, which was not working for our needs when we faced a mass issue with CryptoLocker."

THE SOLUTION

Based on his own positive experiences using ESET consumer products at home, Edgar recommended the university try ESET. Management took his advice and decided to research ESET endpoint and server security solutions, which protect colleges and universities worldwide.

"After many discussions with our networking and leadership teams, we made the move to ESET and never looked back."

Implementation was relatively easy, he added. "After working with ESET to install the console, we used our KACE computer management software to install the ESET agent to our systems, then used the ESET console to install the client software."

The university has been using ESET endpoint security solutions since 2015 and Edgar and his colleagues are pleased with the results. "Since we made the move to ESET, our infected systems requests have dropped to almost zero. Overall, it's been a great experience working with the ESET family of products."

KEY BENEFITS FOR UNIVERSITY OF THE INCARNATE WORD

- **Easy implementation**
- **Superior protection against ransomware**
- **Ability to protect both Windows and Mac**

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