

Penfield Central School District



“ESET allows us to have greater uptime and reliability of our workstations, in addition to protecting the district’s computer network from threats.”

—MICHAEL DiLALLA – SENIOR NETWORK TECHNICIAN – PENFIELD CENTRAL SCHOOL DISTRICT

Country: U.S.

www.penfield.edu

Number of seats: **4,800**

Product: **ESET Endpoint Antivirus**

THE CUSTOMER

Penfield Central School District is a K-12 public school district with approximately 5,000 students and 1,000 staff members. Located in suburban Rochester, N.Y., the district covers nearly 50 square miles, including sections of six towns: Penfield, Brighton, Perinton, Pittsford, Macedon and Walworth.

THE CHALLENGE

The school district has 4,800 endpoints and uses Windows 10 exclusively. According to Michael DiLalla, senior network technician, the biggest challenge the district faced was being able to protect workstations from web-based threats—which their endpoint security wasn’t doing.

“The AV solution that was in place (in 2009) wasn’t preventing computers from being infected,” DiLalla explained. “This caused a considerable amount of downtime for our staff and students, as the computers would need to be re-imaged to resolve the issue.”

In addition, the solution didn’t include a management console, leaving DiLalla unable to monitor settings globally or detect infections.

THE SOLUTION

In search of powerful protection and better management capabilities, DiLalla turned to ESET. He was familiar with the solution from a previous company, and also knew ESET had a great reputation.

In 2009, the district made the switch, which DiLalla described as “seamless.”

“First we configured the Remote Administrator server, which was a quick install. We then configured a policy to deploy to the ESET clients. The process was very simple and the documentation was well-written.”

They used ESET’s Rip and Replace service to remove the previous AV solution and install ESET, then verified that clients were reporting back to the admin server.

“The whole process was seamless and invisible to the end user. And it’s worked out really well—we haven’t had to re-image a machine due to infection since 2009!”

As an education client, DiLalla is also pleased by ESET’s light footprint and ease of use. “The product is invisible to the end user and provides an exceptionally secure workstation environment for our users.

KEY BENEFITS FOR PENFIELD CSD

- **Outstanding protection against threats**
- **Reliability with no downtime or interruptions**
- **Convenient single console management**

“And due to ESET’S reliability, I have rarely had to call for technical support. The few times I have, they’ve been quick to respond and resolve my issue.”

Nine years in, the IT pro is happy to recommend ESET.

“Having ESET increases our IT security posture by being the first line of defense against malicious software. It allows us to have greater uptime and reliability of our workstations, in addition to protecting the district’s computer network from threats.

“This directly translates into less downtime for our students and staff.”