

Rain Networks

“We’ve built a whole business around ESET Security Management Center.”

—NATHAN WARE – CEO/CTO – RAIN NETWORKS



Country: U.S.

www.rainnetworks.com

Products:

ESET Endpoint Protection Standard and Endpoint Protection Advanced

THE PARTNER

Rain Networks is a value-added-distributor located near Seattle, Washington. The company was founded in 2003 with the vision of bringing the world’s best technology products to the people who need them, to make businesses run more efficiently. It credits its longevity to keeping up with rapidly emerging technologies, while not giving up the healthy balance between highly personalized service and competitive pricing.

WHY THEY CHOSE ESET

The company emphasizes the people side of the technology business to differentiate itself from competitors. Its people are what makes Rain Networks special, and it focuses on being easy to work with, giving its people the power and authority to make decisions quickly, and keeping its promises to customers.

In those regards, it has found a perfect partner in ESET. “First, all of the ESET employees we work with are the best in the industry. The people at ESET are what make ESET great,” proclaims Nathan Ware, Rain Networks CEO/CTO.

“But the software is great, too,” offers Ware. “We’ve built a whole business around ESET Security Management Center. Teaching people how to manage their security with ESMC is how we get customers invested into using the ESET products.” It’s an approach that has built sales for Rain Networks and hasn’t gone unnoticed, as the company annually wins ESET Most Valuable Partner and Top SMB Partner awards.

As Ware summarizes, ESET offers “great security, top ransomware protection, easy management and outstanding tech support.”



Nathan Ware

Nothing But NET

“ESET is an important part of our success and growth at Nothing But NET. Its solutions truly have an edge in the market and gives our clients the confidence they are protected.”

—BOB COX – PRESIDENT – NOTHING BUT NET



Country: U.S.

www.nothingbutnet.com

Products:
ESET Endpoint Security and
File Server Security

THE PARTNER

Nothing But NET is a strategic services provider that offers a comprehensive suite of both remote and on-site IT services. Its business solutions include Managed Services, Network Assistance, Cyber Security, Private Cloud and Managed Hosting. Over the years, the company has been recognized as a top MSP and high-growth company, appearing on lists such as the CRN-MSP 500 and the Inc. 5000 List (among others) published by the likes of industry experts.

WHY Nothing But NET CHOSE ESET

“Our business is not limited by any one vertical; instead we choose to center our focus around helping small businesses in all markets,” explains company president Bob Cox. “Currently, we have customers in schools and non-profits as well as financial and industrial markets. Companies like these are typically looking for help desk services, backup and cybersecurity solutions ranging from antivirus to spam filtering to hardware firewalls.” For endpoint protection,

Bob adds, “ESET endpoint and File Server Security products meet 100 percent of our clients’ needs.”

“I’ve been a fan of ESET’s home products for many years,” he continues. “It was only natural to shift into the corporate products. These products have a natural ease regarding managing our clients. ESET PROTECT management console updates have solidified what I like most about the ESET software and management solutions. The management agent has turned out to be extremely useful for our techs and for other activities as well, such as quickly identifying computers or automating tasks like Windows updates.”

In summary, he explains, “ESET is an important part of our success and growth at Nothing But NET. Its solutions truly have an edge in the market and give our clients confidence they are protected. On the client-facing side, ESET’s products provide full security functionality with complete control over the customer experience.”



Bob Cox

PC Assistance, Inc.

“Migrating to ESET eliminated the issues almost overnight. And the migration and roll-out was seamless.”

TED CLOUSER – COMPANY PRESIDENT – PC ASSISTANCE, INC.



Country: **United States**

www.pcasistance.com

Number of seats supported: **5,000**

Product: **The company offers numerous ESET endpoint security products, including the ESET Secure Business bundle**

THE CUSTOMER

PC Assistance, Inc. is a managed security service provider based in Little Rock, Ark. Founded in 1994, the company's services include cybersecurity, disaster recovery/business continuity, help desk support and IT consulting. They also offer IT Assurance, a comprehensive system that includes automatic security, availability and performance monitoring for their clients. Over the past 10 years, the organization has doubled its staff size to 28, and focuses on serving the small business sector.

THE CHALLENGE

As an MSSP, PC Assistance's reputation depends on accurate detection, up-to-the-minute reporting and flawless customer service. However, prior to switching to ESET, the company experienced ongoing problems with infections, which resulted in decreased productivity and revenues.

THE SOLUTION

As standard practice, Clouser's team tested multiple ESET security solutions. Clouser's experience at the partner conference, including informative security and business focused presentations, and ESET's commitment to customers, helped to seal the deal. The company started offering ESET to clients just after the conference concluded, and Clouser described the transition as painless: "Migrating to ESET eliminated the issues almost overnight and the product migration and roll-out was seamless."

While PC Assistance provides a range of ESET endpoint solutions to clients, its biggest seller is the Secure Business bundle, which combines all of ESET's advanced security features for comprehensive protection. The organization manages all its clients and protected endpoints—about 5,000 seats—using ESET's single console management solution.

Clouser said the main advantage of ESET over the competition was peace of mind. "The technology is reliable and the protection is topnotch. ESET is one of the best solutions and companies to partner with. The North America team is exceptional, and the product works well."

KEY BENEFITS FOR PC ASSISTANCE

- **Recurring infections eliminated**
- **Central management capability provides ease of use**
- **Product effectiveness and efficiency help drive revenues**

Meriplex

“ESET provides a great partnership and dedicated support for our business, and ease of management for our team and customers.”

—GREG STARR – DIRECTOR, MANAGED SERVICES – MERIPLEX



Country: U.S.

www.meriplex.com

Products:

**ESET Endpoint Security, Enterprise Inspector,
Full Disk Encryption and Dynamic Threat Defense**

THE PARTNER

Meriplex is a managed cybersecurity, IT and SD-WAN solutions provider specializing in transformative and customer-centric services for the mid-enterprise market. Using a collaborative approach, the company provides innovative, secure and reliable solutions customized to advance business growth. Meriplex was named to CRN's 2021 Managed Services Provider list, which identifies key players who are setting themselves apart with best-of-breed solutions that provide the business outcomes customers need. In addition, inclusion in the Elite 150 category recognizes Meriplex as a large, data center-focused MSP with a strong mix of on- and off-premises services.

WHY THEY CHOSE ESET

At Meriplex, cybersecurity is part of a broad offering that also includes a variety of managed services and cloud-hosted solutions. They include unified communications, disaster recovery, backup as a service, SD-WAN, and network operating center and security operations center services.

When it comes to security software, Greg Starr, Director of Managed Services, recommends ESET to customers for its high malware detection rates with low false positives, light footprint, remote administration and ease of management.

In particular, compared to other security vendors, he ranks ESET as among the best for its combination of product performance and features, as well as sales and customer/technical support. In fact, from the account managers to technical engineers to partner services and the channel marketing team, he ranks the people at ESET who he works with as the best in the business.

Starr summarizes, “ESET provides a great partnership and dedicated support for our business, dependable and reliable products, and ease of management for our team and customers.”



Greg Starr