

ISPCC



NUMBER OF SEATS: 160
COUNTRY: IRELAND
www.ispcc.ie

“I’ve recommended ESET to several different companies because I’m very happy with the way the product works for us here at ISPCC. The product does what it says, it stops viruses, malware, spyware, it’s easy to set up and it’s inexpensive.”

FERGAL O’HART, IT MANAGER, IRISH SOCIETY FOR THE PREVENTION OF CRUELTY TO CHILDREN, IRELAND

THE CUSTOMER

The Irish Society for the Prevention of Cruelty to Children provides several listening services for children and young people dealing with a variety of issues: from the everyday to the more serious, such as abuse, violence or bullying. The charity answers around half a million contacts annually. In order to help, Childline often gathers very sensitive information about young people to pass on to authorities. Data security is imperative to ISPCC and Childline’s reputation. There is also the personal data for ISPCC’s national network, made up of hundreds of volunteers, plus regular staff. ISPCC’s IT network currently consists of about 160 PCs and 15 servers.

TIME TO CHANGE

Before ESET, ISPCC had tried a number of antivirus solutions, which suffered from a few recurring issues. The previous product was unreliable, ‘clunky’, ‘bloated’ and resource-heavy. It would push out updates which would not always be implemented at the endpoint. The charity needed something that would ‘just work’. It was overly complicated, also lacked any anti-malware functionality, forcing ISPCC to use a complicated system that involved freeware to solve this problem. It made matters worse, due to lack of

system automation. As the ISPCC network grew, it proved unsustainable and unscalable. The charity needed a product that could handle both anti-malware and antivirus along with being automated.

THE SOLUTION

ISPCC made the switch to ESET seven years ago. Fergal was drawn to ESET’s lightweight, unobtrusive nature, how it worked almost entirely in the background, as well as being a simple interface that was easy to configure. ESET does not rely solely on signatures for virus detection, as many competitors do. Some polymorphic or metamorphic viruses lack a signature that other solutions can fail to identify and stop. For example, ISPCC had no problems with the nefarious CryptoLocker, which caused a lot of damage to companies using different security solutions. Being a charity, ISPCC needed a reasonably priced solution. ESET’s three year license worked out to be about three times cheaper than another competitor’s. ESET’s Remote Administrator Tool allows antivirus to be easily pushed out to other machines, helping manage and schedule updates with one click. Fergal mentions, “As a one man IT department, when you don’t have much time to be spending configuring complex software, it’s nice to come across a software that’s quick and easy to set up and deploy across an entire network.

KEY BENEFITS FOR ISPCC

- **Providing complete peace of mind - securing confidential information of children and staff.**
- **Good value for money.**
- **Easy to use and simple to manage.**
- **Fighting viruses and threats in real time.**
- **Scalable and powerful - helping a ‘one man IT department’ to manage and deploy across an entire network.**

“I don’t have to worry about it, you know, I’m confident it’s secure and that makes me sleep easy at night.”

Margie Roe, National Childline Manager, ISPCC, Ireland