

Home Security Company

“ESET really goes the extra mile to work with you.”

—JOHN – SENIOR MANAGER



Country: **United States**

Number of seats supported: **1,200**

Product: **ESET Endpoint Encryption**

THE CUSTOMER

This home security company protects consumers and businesses throughout the country. It currently has 1,200 employees, including a sizeable remote workforce.

THE CHALLENGE

Like any company that handles confidential information such as phone numbers, addresses, passwords and payment information, this organization needed to maintain complete control over its data. Having a remote workforce that uses laptops—which can be lost or stolen, thereby exposing data to unauthorized users—added to the challenge, said John, a member of the IT security team.

In addition, the company wanted to move forward in complying with the General Data Protection Requirement (GDPR), the EU’s new privacy regulations.

THE SOLUTION

The solution to these challenges turned out to be endpoint encryption, which is an essential tool for data security. By encrypting files and disks on the organization’s endpoint devices, endpoint encryption renders data unreadable if it falls into the wrong hands. Implementing a strong endpoint encryption solution also meets GDPR requirements.

John said the team evaluated ESET Endpoint Encryption (known at the time as DESlock+) as well as products from other security vendors.

“The DESlock+ product was the only full disk encryption product that we evaluated that had a true DOS boot up, ensuring that the OS on the devices was not in use to help secure the data. It offered GDPR compliant AES 256-bit encryption and a central management console that, in conjunction with their cloud proxy, made it very easy for us to manage our data wherever the devices are in the world.

“Implementation was painless and as simple as double-clicking an executable file to install the management console. Agents were easily installed on the endpoint either through a push with a GPO or during the new device build process.”

KEY BENEFITS FOR HOME SECURITY COMPANY

- **ESET provides GDPR-compliant AES 256-bit encryption**
- **Easily control data on mobile devices**
- **Excellent product and customer service**

In addition, employees were pleased that ESET’s powerful encryption solution didn’t impact system performance or disrupt workflows.

Since implementing ESET Endpoint Encryption in 2016, the company has been able to secure data remotely and remain PCI compliant. In addition, the encryption solution has helped the move toward alignment with both GDPR and the NIST Cybersecurity Framework.

“ESET really goes the extra mile to work with you, they genuinely care about their customers and the products they make for them,” John added. “Their products just work, too!”