Webster Central School District

"Both our end users and our IT department are extremely satisfied with our ESET experience."

—Tzafrir Haring, Senior Network Technician

Country:	**USA**
Number of seats:	**6,550**
Product:	**ESET Endpoint Antivirus**
Website:	**www.websterschools.org**

THE CUSTOMER

The Webster Central School District is a K-12 school district spanning 11 campuses and three additional facilities. Located eight miles outside of the city of Rochester, New York, the district serves approximately 8,400 students and has 1,500 employees. The district supports the digital classroom model and provides Chromebooks for a large number of students.

THE CHALLENGE

Not only must the district meet the usual compliance regulations and block malware and other threats, it also needs an effective security solution that doesn't drain resources or cause interruptions, both of which were problems with previous IT security providers.

"As an IT department within the district, we have the added challenge of students or staff potentially visiting malicious websites, which may result in an infected machine leading to a virus outbreak," said Tzafrir Haring, a senior network technician.

"With such a large fleet of machines in the field and drive-by malware attacks becoming increasingly popular, the challenge of maintaining a highly available and secure platform was compounded by a five-year replacement cycle. Our previous

AV solution was too resource intensive, while wholly inadequate in its protection and central management features.

"The introduction of mobile devices into the mix added to this complexity, as now those devices could be accessing the network outside the boundaries of our filtering systems."

MAKING THE CHANGE

"After an exhaustive study of the available AV solutions, we settled on ESET's antivirus product due to its array of features going well beyond just antivirus protection, responsiveness, small footprint, easy-to-use central management capacity and attractive pricing," Tzafrir said.

Once the decision was made, Tzafrir said, making the switch to ESET was straightforward. "We implemented ESET via several approaches, including new installs on incoming equipment, GPOs and using the Dell/KACE KBOX product to distribute the software. Once we had the deployments fully automated, installation was a breeze."

THE RESULTS

Since implementing ESET, Tzafrir noted, numerous improvements have been noticed throughout the school district in malware detection, system speed and productivity.

KEY BENEFITS

- Increase in productivity
- Infection rate dropped to less than a fraction of a percent
- Regained lost processing power

"Our infection rate dropped to less than a fraction of a percent of what it had been previously. We also regained much of our lost processing power and significantly cut down on boot times with the lower processing footprint, resulting in increased productivity for our users.

"Machines in high-use areas that would previously need to be imaged quite frequently could now run for months or years and require very little intervention from IT. Warning messages about websites serving up malware were also helpful in steering students and staff away from malicious websites and greatly reducing our infection rates.

"Both our end users and our IT department are extremely satisfied with our ESET experience. Our machines run faster and cleaner and require far less intervention to address malware infections."

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