ESET's MSP Programme is The Only Logical Choice For StoneHouse Logic Ltd

"We chose the ESET MSP program as we had a successful long standing relationship with ESET"

CUSTOMER

StoneHouse Logic Ltd is a managed service provider within the IT industry. With offices based in Lancashire, Manchester and West Yorkshire, StoneHouse Logic has built up a customer base of small to medium sized enterprises. StoneHouse Logic have expertise in a wide range of sectors, therefore possessing the ability to offer a personalised service, supplying their clients with the reassurance that they know their business needs inside out.

Established and run by a husband and wife team, StoneHouse Logic prides itself on offering software and services which maximise their customer's productivity and profitability. Not only has StoneHouse Logic been an ESET partner for over 10 years, but they are also a gold partner of Microsoft. They are a successful company, who have worked hard to build up a strong level of trust within the industry by delivering strategic IT solutions.

CHALLENGE

StoneHouse Logic does not offer any of ESET's competitors AV solutions as its primary product. However, they do resell other solutions if requested by their customers, but by doing so, face long renewal processes and issues with the client at server level. MSP programmes offer an alternative option to the traditional annual billing solution which was causing a significantly increased administrative overhead for the company.

StoneHouse Logic were looking for an MSP program, which could provide them with more efficient processing; stronger remote management and easier and convenient administrative processes. After being alerted to the ESET MSP program through their regular account management meetings, the IT service company turned to ESET due in the main, to their successful longstanding relationship and ESET's ability to move a customer onto a monthly billing option.

SOLUTION

Due to ESET's on-going support and ease of customer migration, StoneHouse Logic moved into the MSP programme after thoroughly reviewing the option and establishing that it met all their requirements. Mark Edwards, the Regional Operations Director stated that, "We have been able to move our customer base on to monthly rolling contracts which has allowed us to focus more on customer service than renewals. Our administrative overhead for the renewal process has reduced significantly."

ESET's MSP Programme offers the advantage of working with a trusted industry leader that provides outstanding products to a rapidly growing customer base. The ESET reporting system provides clear and easy performance tracking, and ESET MSP Administrator provides the ability to manage the numbers on each license without having to contact ESET each time there's a change.

Become an MSP Partner

Let your business grow with ESET

Join ESET's MSP Program and enjoy the advantages of working with a trusted industry leader that offers outstanding products and a rapidly growing customer base.

The more you sell, the better the price we can offer you. Our reporting systems let you track your performance clearly and easily, and ESET MSP Administrator lets you manage the numbers on each license without having to contact us each time there's a change.

Take advantage of volume pricing
Increase profits thanks to our tier-based pricing based on aggregation of all the clients you cover. The more licenses you sell the better unit price you get.

Be in the know with detailed reporting
Always have a clear overview of the number of licenses you use for every single site, as well as aggregated totals - to aim for the higher tier.

Get new customers on board fast
Offer your potential customers to try ESET business products for up to 90 days free of charge – to you as well as to them

Enjoy daily billing, monthly invoicing
Add new seats in real-time, anytime. Each month, we only invoice you for the exact number of seat-day used. You pay only for licenses your customers actually utilise without the need for upfront investment.

Get up to speed fast on the ESET product line
Take advantage of trainings, certifications, local technical and premium support to get up to speed fast.

Stay independent
Manage your licenses through self-service ESET MSP Administrator web-interface. Add or remove seats or make other administrative changes in seconds, without having to contact ESET.

Information about ESET, ESET develops software solutions that deliver instant, comprehensive protection against evolving computer security threats. We pioneered and continue to lead the industry in proactive threat detection. ESET NOD32 Antivirus, our flagship product, consistently achieves the highest accolades in all types of comparative testing and is the foundational product that builds out the ESET product line. Sold in more than 160 countries, ESET has a reputation for cutting edge software, providing world class protection to over 130 million users.

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