

PC Assistance, Inc.

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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**