Mercury Engineering

"The biggest thing that stands out is its strong technical advantage over other products in the marketplace. ESET offers us reliable security, meaning that I can work on any project at any time knowing our computers are protected 100%."

FIONA GARLAND, BUSINESS ANALYST, GROUP IT, MERCURY ENGINEERING

NUMBER OF SEATS: 1000
COUNTRY: IRELAND
www.mercuryeng.com

THE CUSTOMER

Mercury Engineering is Ireland's biggest engineering company, employing around 4000 employees. They also have a large mobile workforce, often working remotely. Many employees have to connect via unsecure networks like public WiFi and 3G networks. Mercury's main IT focus is ensuring the security of data in these potentially dangerous environments. The company's commercial information is essential to its growth – tender and estimation data is critical to acquiring and maintaining clients. The security of this information is vital to the company. The health of individual machines is also extremely important to Mercury. Many of their staff work to very tight deadlines and operate PCs with custom software/hardware setups which cannot be quickly replaced if compromised.

TIME TO CHANGE

Previous solutions did not stop a number of malware infections and serious virus outbreaks. Staff were quite often locked out from their computers. Mercury's helpdesk spent a lot of time treating different malware infections, many times resorting to various freeware solutions, defeating the purpose of a corporate grade solution. The backend was very complex, difficult to manage, maintenance heavy and required professional services to help when changes or upgrades were needed, which proved expensive. The monitoring and management solution was very limited in its function, especially at endpoints outside of the network. There was a lack of real-time awareness of what was happening at Mercury's end points. Finding out about an outbreak at the end of the day was often too late to stop it at source. Their old solutions had them working overtime to make up for the shortcomings of the software.

THE SOLUTION

The process was fast. It was "deployed within hours rather than days." Implementation was also straightforward: the new network was rolled out entirely by one Mercury system administrator (with some technical support from ESET Ireland). The entire ESET network is now administered from one small machine with just one CPU and 4GB of RAM. This supports the management of over 1000 computers and 200 servers in various countries, plus public networks all over the world. It also ensures that globally, Mercury's security adheres to international standards, such as ISO 27001. "For the end user, there's no impact, they don't know that it's happening - it runs so quietly and efficiently in the background. Day-to-day business continues as normal and we continue to be protected without the end user being affected in any shape or form."

KEY BENEFITS FOR MERCURY

- **4 years completely free of malware and virus problems.**
- **ESET's unobtrusive profile and small footprint.**
- **Real-time monitoring for immediate responsiveness.**
- **Helping manage endpoints outside of corporate LAN.**
- **Securing confidential information of tenders and estimation data.**

" ...the best testimony? The stats from our helpdesk: after we introduced ESET, our support guys don't log any calls - they don't have to deal with any antivirus or malware-related issues!"

Adam Hoffman, IT Infrastructure Manager, Mercury Engineering

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