

Suite3

“Constant innovation is important in our field and with the threat landscape constantly evolving, you need a solution that keeps pace.”

—MICHAEL LAREAU – PARTNER AND CTO – SUITE3



Country: U.S.

www.suite3.com

Products:

ESET Endpoint Protection Standard Bundle

THE PARTNER

Suite3, a managed service provider, has been in business for over thirty years. While the company serves a variety of verticals, it specializes in those that demand strict data security, such as healthcare and banking. Based in Massachusetts, Suite3 has 29 employees and manages more than 5,000 endpoints.

WHY THEY CHOSE ESET

According to Suite3 partner and CTO, Michael Lareau, his organization faced multiple challenges with their former IT security provider. “The company we used previously for endpoint security was dated and did not have that forward-thinking approach. The software wasn’t innovative and when we received customer feedback about poor machine performance, nine out of ten times the endpoint security software was the source.”

As an MSP, Suite3 was searching for scalable security that could accommodate their expanding customer base while delivering performance, protection and peace of mind for themselves and their clients.

“Our company ran through a series of very comprehensive tests of all the currently available security solutions at the time,” Lareau explained. “We chose ESET as it provided the best

protection and was the most lightweight of all the offerings. This was important because our previous product was very taxing on the devices, causing customer and end user dissatisfaction.

“Another major factor is that the ESET product provided us the ability to standardize and allowed us to integrate it with our managed platform, as well as provide it as a stand-alone offering.”

In addition, Lareau said, Suite3 prefers products that are easy to learn about and support in-house, which enables employees to become product experts who don’t need to rely on vendor support. “The ESET solution, while incredibly robust, is straightforward to implement and maintain on an ongoing basis. From setup to deployment and upgrades, it has been as smooth as we could have hoped for.”

As an ESET customer since 2008, Lareau is enthusiastic in his support. “We have been an ESET partner for over ten years and that is not going to change. The entire process from procurement to technical support and pre-sales assistance has been fantastic. And ESET’s pricing structure allows us to stay competitive in our market and continue to provide affordable security solutions to our clients.



Michael Lareau

“Like many other companies out there, we are very busy and have numerous technical challenges on a day-to-day basis. It’s nice having a unified endpoint security solution and partnering with a company that does not add to those challenges.”