

Electrical Consultants, Inc.

“ESET MDR is a great value. It has become a main component in our defense in depth strategy.”

Josh Cosgrove
Information Security Specialist

INDUSTRY
Engineering & Design

COUNTRY
United States, Canada

WEBSITE
<https://eciusa.com>

PRODUCT
ESET PROTECT Enterprise,
ESET MDR Ultimate

THE CUSTOMER

ECI is a premier design and engineering consulting firm specializing in power utility and infrastructure projects. With over 37 regional offices across the United States and Canada, they bring top-tier expertise and a deep commitment to quality service. As a leading consulting design firm for the power utility industry, ECI supports the engineering and construction of high-voltage, utility-scale facilities, ensuring each project is approached with innovation, precision, and a dedication to excellence.



THE CHALLENGE

ECI faced a significant staffing challenge, with only a small team dedicated to managing cybersecurity, making after-hours monitoring and quick response to threats particularly difficult. As threats evolve, the need for 24/7 vigilance became clear, but hiring additional full-time security personnel for nights and weekends was cost-prohibitive. The organization needed a reliable and cost-effective way to monitor and respond to threats around the clock to protect its assets and operations.

KEY BENEFITS

- Industry's fastest incident detection and response time
- Advanced threat hunting to detect hidden threats
- Seamless integration with existing infrastructure
- Responsive and knowledgeable support for ease-of-deployment



THE SOLUTION

ESET MDR offers a seamless integration experience, whether you're new to ESET or already using their products. For ECI, the implementation of ESET MDR was straightforward, requiring minimal adjustments. The ESET security team conducted a thorough initial assessment and fine-tuned alert settings to optimize threat detection. Throughout the setup process, an ESET engineer provided hands-on support, ensuring a smooth and efficient transition.

“ESET MDR has been a force multiplier, at a much more affordable price than hiring workers for nights and weekends.”

ESET MDR provides continuous, expert-driven threat monitoring and response, allowing ECI to detect and address incidents in real-time—even after hours. This proactive approach enabled the client to quickly contain threats, minimizing the potential for disruption and loss.

“ESET MDR has detected many threats and incidents that we would have either missed or not responded to in as timely a manner. In at least one instance, the MDR detection and response kept a small incident from becoming a much larger problem for our company.”

Today, ESET MDR is a vital part of the client's layered defense strategy, ensuring faster threat detection, response, and overall peace of mind.

[Learn more about ESET MDR](#)