

# ProStratus

*"Our experience with ESET, from the people to the product, has been fantastic."*

Thomas Saul  
Director of Security and Compliance



**INDUSTRY**  
IT Services

**COUNTRY**  
United States

**WEBSITE**  
[www.pro-stratus.com](http://www.pro-stratus.com)

**PRODUCTS**  
ESET PROTECT Elite (XDR/EPP, 0365 Security, Vulnerability Management), ESET Cybersecurity Awareness Training+Phishing Simulator

## THE CUSTOMER

ProStratus, a premier MSP, specializes in delivering advanced IT security, seamless migrations, and innovative smart workflows. Their mission is to empower businesses through secure and efficient technology solutions, bolstered by a 24x7 Network Operations Center (NOC), Security Information and Event Management (SIEM), and comprehensive security offerings Endpoint Detection & Response for threat hunting and remediation, Office 365 security, Vulnerability management, compliance support, and employee security training.



## THE CHALLENGE

ProStratus serves a diverse client base, each with unique IT environments and requirements. Managing security updates, training, and best practices was challenging, as each customer relied on different security tools that required separate learning and monitoring. Limited vendor support and poor communication further complicated the process, making it difficult to fully utilize the tools available. These challenges created gaps in delivering consistent, top-tier security across all client environments. ProStratus sought a solution that could standardize their security offering across their customer base, provide responsive support and communication, and include training services to stay ahead of evolving security demands.

## KEY BENEFITS

- Advanced research and development for effective threat detection & response.
- Customizable configurations support a risk-based approach to endpoint protection.
- High-quality phishing simulations and training content to enhance the service offering.
- Exceptional local customer support with responsive tech assistance.
- Proactive account management.



## THE SOLUTION

ProStratus prioritized customer support when selecting a security vendor, having previously faced challenges with poor vendor communication and support. Among the many security options in the MSP/MSSP space, ESET distinguished itself with its exceptional customer service and specialized approach.

*"The techs at ESET and the account managers that handle our specific needs go above and beyond the normal break/fix that constitutes many of our questions and concerns. With ESET, we truly feel like partners, not just customers."*

Another factor that set ESET apart was its strong commitment to research and development. ProStratus recognized the excellence of ESET's responsive agents and systems on client machines and its superior detection and response to emerging threats.

*"By embracing the strengths of ESET, we have become very comfortable and agile in our deployment and implementation of endpoint protection."*

ESET's customizable interface allowed ProStratus to tailor solutions to each client's needs, enabling a risk-based approach to endpoint protection. Additionally, they integrated the ESET Cybersecurity Awareness Training (ECAT) platform into their service offerings, benefiting from its adaptability, extensive customizations, and the quality of its training programs and phishing simulations to improve customer security awareness, ultimately reducing risk.

*"With ESET as the cornerstone of our security offerings, we firmly believe that we are providing our customers with enterprise-level protection that is responsive to their needs and budgets."*

[Learn more about ESET's MSP Program](#)