

Detron ICT Groep B.V.



NO. SEATS: 550+
COUNTRY: The Netherlands
www.detron.nl

“We needed a managed security solution for our customers which guarantees the best security and uses less resources and does not affect the device’s performance.”

Emile Schouwstra, Director, Detron Cloud Services

THE CUSTOMER

Detron offers full-service IT and telecom solutions, either traditional or in-the-cloud. As an independent Dutch ICT service provider Detron focuses on managed services and infra support.

THE CHALLENGE

Emile Schouwstra, Director Detron Cloud Services recalls the decision to choose ESET: ***“We needed a managed security solution for our customers which guarantees the best security, consumes minimum resources and does not impact the device’s performance. ESET exceeds our expectations with their security portfolio. Their solutions are fast, stable and easy to install. Security products from other vendors are loaded with graphical elements and features you never use. ESET’s products do exactly what they are made for.”***

THE SOLUTION

In terms of the overall deployment, Schouwstra recounted the process: *“We deployed several ERA servers for our managed cloud customers. In addition, we installed separate ERA servers where the customers can manage their own ESET security solution. The main advantage over our previous IT security solution is the support. The local support desk in the Netherlands provides us with support until the problem is resolved. Whenever we need more licenses, it is fixed within a few seconds through the online MSP Portal.”*

COOPERATING WITH ESET

Detron’s experience with ESET is positive. *“One of our system engineers especially highlighted the Remote Administrator tool which gives us and our customers perfect control over the clients.”* All in all, Schouwstra summed up ESET’s offering as security products which deliver great performance and detect viruses where other products don’t. In addition, he praised ESET’s level of support, Detron has come to rely on.

KEY BENEFITS FOR DETRON ICT

- Flexible daily billing, monthly licensing
- A solution with low impact on system resources
- Knowledgeable support desk, with a quick response time
- Superior detection of viruses, which other products miss

“The helpdesk has in depth knowledge of the products with a quick response time.” In closing, Schouwstra praised the flexibility of the mutual partnership: ***“ESET gives us the possibility of MSP licensing, giving us more flexibility to order or cancel licenses for the customers.”***