Andy Frain Services

"The main advantage is that ESET actually works. From my experience, ESET is the best AV platform available."

Aaron, IT manager/product manager
Andy Frain Services

INDUSTRY
Security Services

NUMBER OF EMPLOYEES
10,000+

WEBSITE
www.andyfrain.com

COUNTRY
US

PRODUCT
ESET Protect Entry
ESET Cloud Office Security
ESET Cybersecurity Awareness Training

THE CUSTOMER

Andy Frain Services has been a leading provider of commercial security services for over 90 years. Originally founded in 1924 to control gate-crashers at Chicago Stadium hockey games, the firm has grown into an internationally-recognized company serving multiple industries. Awarded National SAFETY Act Certification by the U.S. Department of Homeland Security, the company has provided security for events ranging from Beatles concerts to the Olympics.

Based in Aurora, Illinois, Andy Frain Services has more than 10,000 employees with locations across the U.S. and additional offices in England, Canada and China.

THE CHALLENGE

According to Aaron, an IT and product manager, the company uses both commercial IT security and proprietary in-house software technologies and runs Windows, Android, Mac and iOS. In the past, system integration and reliable endpoint security were ongoing challenges.

"When I first started with the company in 2012, they were using Bitdefender for endpoint protection. We had numerous issues with infected computers. We also experienced numerous issues with our Bitdefender Security application failing to protect, update or even communicate back to home base."

THE SOLUTION

"After a mega crypto attack which managed to spread to several network devices, I advised our CTO to use the ESET Endpoint Protection Platform," Aaron explained. "I had used NOD32 and other variations of the ESET family for many years in the past with excellent success."

The organization made the switch from BitDefender to ESET in 2015.

"Implementation was very easy. We simply used ESET's Remote Management Server to send install packages to any machines already existing in the field. Any new machines were simply imaged with the new AV application before being sent out.

Along with ESET PROTECT Entry for endpoint and file server security, the company uses ESET Cloud Office Security to protect Microsoft 365 apps.

ESET Cybersecurity Awareness Training adds yet another layer of protection via employee education.

THE RESULTS

"Since implementing ESET products within our environment we have literally had zero infections/penetrations on any of our protected machines. ESET has improved our security, which in turn has improved customer relationships as well as increasing our productivity.

"ESET is a wonderful company with exceptional products and an amazing support team," Aaron continued. "This is one product that stands out among the rest."

ESET ® Digital Security
Progress. Protected.