# **Contractors Rental Supply**

"It's a heck of a lot better than our previous solution, which slowed down our business a lot."

JOHN HELLENS, IT MANAGER



Country: **Canada**Number of seats: **280** 

www.contractorsrentalsupply.ca

## THE CUSTOMER

Contractors Rental Supply (CRS) provides construction equipment sales, rentals, service and training across the province of Ontario, Canada. The company prides itself on the service level that accompanies their rental program and takes extraordinary efforts to be the preferred provider of rental equipment to their customers. CRS employs 400 individuals across 30 locations, many of whom spend their days on-site with customers or traveling to meet clients. For CRS, this means that endpoint security is paramount.

### TIME TO CHANGE (PROBLEM)

CRS has a significant number of mobile endpoints in the field. Employees are focused on providing exceptional customer service and should not be concerned with security. CRS had a competitor's endpoint solution deployed, however, the company found the incumbent solution was simply not getting the job done. It was failing to detect threats, which caused endpoints to become affected every few weeks. Each instance would require up to four days to resolve. Combined with its heavy footprint, the solution slowed down the company's ability to conduct business. With an

IT department of one, CRS needed a solution that would be secure, easy to implement, and that would perform at a high level with little intervention.

### THE SOLUTION

CRS partnered with managed service provider Xylotek Solutions Inc. (Xylotek), a member of ESET Canada's robust partner network, to source a more comprehensive solution and solve its ongoing endpoint security challenges. CRS reviewed the situation with Xylotek, and chose ESET. This decision was weighted heavily on Xylotek's deep technical knowledge in the security space. CRS rolled out the ESET solution to 280 Windows endpoints through LabTech, citing the lightness, small footprint and painless deployment were both impressive and welcomed. Since deployment, CRS has enjoyed a virus-free environment and ESET has never missed detecting a threat. When asked how he feels about the ESET solution in place, IT Manager John Hellens, responded that he feels happy and would definitely recommend it.

### **KEY BENEFITS**

- Lightweight /small footprint
- Effective / detection rates
- · Accuracy & performance
- MSP platform for multi-sites
- Easy installation

"ESET does what it says it will do. It's a great, lightweight product that was quick and painless to roll out." John Hellens, IT Manager

