

Pinewood Healthcare

“ESET Endpoint Antivirus is peace of mind, we don't worry about it, we don't know it's there and it protects our business. It leaves us free to do all the other things we need to do to win business.”

ADRIAN DOOLEY, HEAD OF IT, PINEWOOD HEALTHCARE LTD., IRELAND



NUMBER OF SEATS: 400
COUNTRY: IRELAND
www.pinewood.ie

THE CUSTOMER

Pinewood Healthcare is a widely diversified pharmaceutical group based in Ballymacarby, and with a presence in over 30 countries worldwide. It is Ireland's number one generic pharmaceutical manufacturer, a €50m business with around 400 employees and 125 clients, with data stored centrally on 10 servers in-house. As a pharmaceutical manufacturer, much of the company's data is proprietary and extremely sensitive. For Pinewood, data security and integrity is critical.

TIME TO CHANGE

Before ESET, Pinewood had tried a number of security solutions. Previous options exerted too much pressure on both server and end user resources. Pinewood found the performance of their machines and network being compromised by resource-hungry security software. Pinewood wanted an antivirus product that would prove minimally interruptive to employees, working in the background and so allowing staff to focus more on their work and less on data security. Another challenge for Pinewood was the lack of a centralised admin solution for data security. This meant that support had to be carried out on a one-to-one, local basis, which is difficult and extremely time-consuming within a large organisation. Because of this, there

were occasional instances of definitions not being updated, which could pose a security risk.

THE SOLUTION

On the recommendation of a contact, Pinewood decided to test out ESET. Initial results were extremely promising: Pinewood were impressed by the speed, ease of use, cost-effectiveness and overall results gained from ESET when used on a small scale. Seeing this, Pinewood decided to deploy ESET throughout the greater organisation. Integrating ESET was easy and seamless. After a small amount of pre-planning, the system was deployed over a single weekend with the support of a local ESET representative. The following Monday staff, "didn't even know we'd had a change," – with staff also appreciating that, "the machines seemed to behave themselves much better." IT staff were now able to easily manage all of the network at a glance, and from one place, without even needing to leave their desks. On the few occasions that Pinewood needed support, ESET was easily accessible. "...they're available 24/7 and you're not bound to talk to machines. They're there for us in the odd time we need them for changes, upgrades or advice." Adrian mentions that it's been over 10 years now and Pinewood haven't looked back since: "...the fact we haven't noticed it in the background means that it's doing its job. Ten years, no code damage, no loss of data."

KEY BENEFITS FOR PINEWOOD

- Provides rapid and deep scanning; always keeps definitions up-to-date.
- 'Hands Free' - minimal end user involvement.
- Automatic updates, requiring no additional time or effort.
- Seamless to deploy and integrate.
- Centralised management and roll-out.
- Minimal footprint.
- 24/7 Human Support.

"...it's solved all the problems we had had with previous clients and to be honest it doesn't require any intervention. It doesn't need to be looked at and it works away in the background - we haven't had a single piece of data lost in ten years, what more can I say?"

Adrian Dooley, Head of IT, Pinewood Healthcare Ltd, Ireland