



:: Case Study

Managed Service Provider – AppRiver

ESET NOD32 Antivirus - Business Edition

Email Entrusted to ESET



AppRiver was founded in April 2002 with a handful of experts, an arsenal of technology, and one clear value proposition: to offer businesses of all sizes secure messaging solutions. Since its inception, the company has sustained an impressive 97% customer retention rate while growing its customer base to more than 30,000 companies and over 5 million mailboxes worldwide.

AppRiver is a privately-owned Managed Service Provider specializing in secure messaging solutions for all things email. In addition to spam and virus protection, the company provides a complete managed service for Microsoft® Exchange. AppRiver's Exchange Hosting Services eliminate the time and investment required for businesses to purchase and maintain Exchange servers in-house. Additionally, AppRiver's exclusive partnership with Akamai assures that users will always have quick and reliable access to Microsoft Outlook, Outlook Web Access (OWA) and OWA for Mobile Devices without Internet disruptions, regardless of location.

Quick Facts

Company name:	AppRiver
Location:	Gulf Breeze, FL, USA
Industry:	Managed Service Provider

Numerous Internet threats exist today, but viruses no longer keep AppRiver's Director of Network Infrastructure, Dave Liberatore, consumed at night. "Besides bumps in the night, I no longer worry about a virus outbreak," said Liberatore. "The reliability of systems and the software we choose are our most important decisions."

How did you find ESET?

AppRiver introduced secure Hosted Exchange to the market in 2006. "Since AppRiver is the first and only Hosted Exchange provider to offer unlimited storage, it is critical to have nothing less than the fastest, most comprehensive virus and malware scanner available," explains Liberatore. "AppRiver is in the email security business, and therefore has very high standards regarding proper email hygiene. We require all files to be scanned and cleaned prior to bringing them into our environment," he said. "We needed a very fast, lightweight antivirus engine that would complement our SecureTide™ service. After a thorough evaluation process, we found ESET NOD32® Antivirus to be the most reliable and stable platform which now protects more than 50,000 mailboxes for AppRiver."

What prompted the decision to switch?

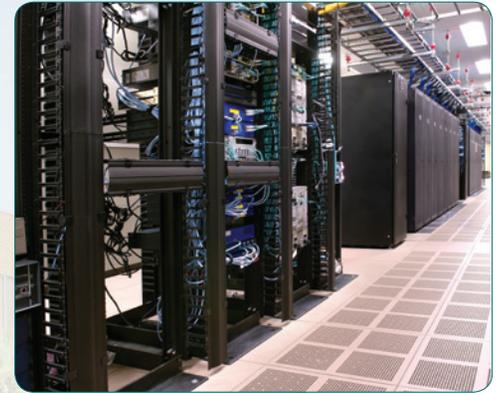
"Prior to using ESET, our biggest issue with the previous AV vendor was performance, and the reliability of virus definitions. Our evaluation process included ESET as well as five other leading antivirus vendors over a period of six months. After extensive testing, ESET emerged the clear winner in terms of speed, reliability, virus and malware capture rates; all with minimal impact on our system resources. ESET, on average, ran 50 percent faster than the other engines we evaluated."

Since implementation, AppRiver has been very satisfied with the ESET engine. "I appreciate the speed of updates

for new threats, the minimal load it puts onto our current server environments and its overall capability and stability," said Liberatore. "It has provided superior protection for our clients and their data, particularly when our new customers upload their old email data to our mail servers."

Anything to add?

"ESET NOD32 Antivirus is a fast, efficient and comprehensive virus scanning engine that gives us high performance protection that we require for our secure exchange environment. It requires minimal maintenance and supports our growing environment," said Liberatore.



ESET @ work

Customer Problem	ESET Solution
Unreliable software	High reliability
Undetected virus outbreaks	Improved virus capture rates
Slow Performance, high CPU overhead	50% faster than other antivirus engines with minimal CPU impact



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