Grupo Servopa, Brazil

Grupo Servopa has a large network of 1,900 workstations and 100 servers, distributed across the Brazilian states of Paraná, Rio Grande do Sul, São Paulo and Goiás. That's a lot of ground to cover – one reason why finding a security solution that met all of their needs was not easy. With multiple security challenges to address, and a need for easy-to-use digital security technology, the organization had very clear and critical digital security requirements.

INDUSTRY
Automotive

WEBSITE
www.gruposervopa.com.br

COUNTRY
Brazil

PRODUCT
ESET PROTECT Entry,
ESET LiveGuard Advanced
and ESET Inspect

THE CUSTOMER

Since its foundation in 1955, Grupo Servopa has been operating as a dealership consortium in the automobile, truck and motorcycle segments, in addition to providing other services related to the automotive sector. Being one of the largest groups in Brazil, it was built on the pillars of robustness, credibility, safety, and trust. Grupo Servopa currently operates in the southern region of the country and stands out for its commitment to deliver the best customer experience, always having highly qualified equipment , advanced technologies, and original products and spare parts.

> *We had a number of specific concerns – ESET really came through with a combination of solutions to address them all.*

Leandro Lustosa Santos, Head of Infrastructure
and Security at Grupo Servopa

THE CHALLENGE

Grupo Servopa had a very clear idea of what they needed. Finding one provider to cover all their requirements, however, was proving quite difficult.

The company has a large network spread across different regions in the Brazilian states of Paraná, Rio Grande do Sul, São Paulo and Goiás.

Scale was just one concern for the organization. They also needed a comprehensive solution to address multiple security concerns, but critically, they also wanted something that was easy-to-use.

THE SOLUTION

ESET was able to address each of Grupo Servopa's requirements with different elements of digital security technology that, when combined, provide a truly comprehensive solution.

ESET PROTECT Entry is employed to secure their expansive network.

The addition of ESET LifeGuard Advanced provides an extra layer of protection.

Finally, ESET Inspect is used to optimize the company's endpoints' visibility and security.

eseT® Digital Security
Progress. Protected.

THE CLIENT'S PERSEPECTIVE

Leandro Lustosa Santos, Head of
Infrastructure and Security at Grupo
Servopa describes his ESET experience

Reputation and experience

"I was looking for a more cost-effective solution than the existing
Grupo Servopa digital security setup – it didn't have the advanced
features we needed, and it wasn't cost effective. ESET sprang to mind
as I had used their products in another company. Additionally, I had
recently received good comments about them from my colleagues."

Implementation and optimization

"Considering the scale of our network, implementation was a breeze. I
would like to highlight the **good service provided by ESET's partner**,
Security Box – they are very responsive and knowledgeable about the
products they offer. Optimization was thorough – it was time well
spent to get the most from ESET technology. **ESET Inspect proved to
be easily deployable** in an environment where ESET security products
are present, including central management."

Cost

"The expense of overhauling our digital protection was always a major
concern for us. However, cost-effectiveness was critical. We found the
level of protection and service provided by ESET more than justified
purchasing their solutions."

Ease-of-use and support

"We were keenly aware of the need to have protection that our IT
professionals could understand and operate easily. They found controls to
be intuitive and information easy-to-understand. Using one company to
provide 100% of our digital protection and addressing all of our security
concerns was a tremendous relief for our IT staff. Discovering that
ongoing support is fast and effective proved to me that we made the
right decision."

RESULT

"ESET's solution helped us address one of the most important
security problems in our network – how to deal with the lack
of protection for our servers. It was also a good investment
decision, because the solution was much more advantageous
and consolidated than the previous one. If you want
a no-nonsense summary of Grupo Servopa's experience it's:

ESET exceeded our expectations;
we recommend their solutions."

KEY BENEFITS

o Comprehensive security solution
o Ease of operation
o Fast, knowledgeable support