

Chillisoft Reseller Profile :: **Tigernet**

Making life easy

There was a popular saying in IT that went: "No one got fired for buying IBM". True to the saying, anti-virus software was once dominated by a few big name players who unfairly benefited from the attraction of mass. However, a fast rising challenger threatens to knock the big guns from their pedestals.



Company

Tigernet

Principal

Ben Walton

Mission

To become Australasia's most trusted IT support company

Business sweet spot

Rapid IT support for businesses with five to fifty PCs

Location

Auckland, New Zealand

Website

www.tiger.net.nz

ESET NOD32 reseller

Since 2004

An appetite for growth

Tigernet is a small but big thinking Auckland-based systems integrator. Its mission is to become Australasia's most trusted IT support company. Making life easier for the desktop user is at the heart of its approach.

Tigernet principal Ben Walton says applying technology solutions that are faster and easier to use is the key to unlocking business potential. But it's not a straightforward job as options for new hardware and software proliferate.

"This is where we play a seamless role in our clients' businesses, filtering products and services that deliver benefits today and in the future to ensure users remain productive and efficient."

Catching a tiger by its tail

When Tigernet in 2004 first looked at NOD32 it was initially quite dubious of the reports about NOD32's effectiveness and performance (including the 100 percent success record in 30 Virus Bulletin Magazine UK tests over 7 years).

"Antivirus software vendors are good at making bold claims," says Walton. "Nevertheless, ESET's claims were well timed because Symantec had launched new software that was slowing machines down. The other issue we had was support. With Symantec, we didn't have any, which is typical of large corporates. The mentality is to take your money and go."

Tigernet evaluated ESET NOD32 and immediately saw a number of advantages. A relationship with New Zealand distributor Chillisoft ensued.

“The key thing for distributors is that they have to deliver service. That’s how you distinguish between the vendors you deal with and the ones you don’t. Dropping and running doesn’t work in New Zealand.”

– Ben Walton, Tigernet

▶ **Small but perfectly formed**

Because antivirus software constantly runs in memory, a large footprint will hamper systems performance. But the last thing users want is to suffer degraded systems performance in order to get the necessary level of protection. With a typical installation size of just 8 MB and file updates often a meagre 50k, NOD32 busts open this myth, combining an exceptionally small footprint with superior scan speed and proven detection capability.

"One of the best features of NOD32 is that it's tiny, quick and does the job," says Walton. "It's small and updates are fast and frequent. 100 MB downloads are just not tenable."

NOD32 has also lived up to its reputation for superior reliability. "It has caught every single virus we have thrown at it. We have repeatedly taken Symantec out of a site and put in NOD32 and it has found viruses straight away," says Walton.

▶ **Hot service and support**

Walton says that a good vendor is nothing without a quality distributor. "The key thing for distributors is that they have to deliver service. That's how you distinguish between the vendors you deal with and the ones you don't. Dropping and running doesn't work in New Zealand."

Chillisoft has proven itself, he says. "They are very good to deal with. If we have a question and email Chillisoft, we receive an email back if not that day, then the next saying, 'We've checked with the guys at ESET and this is what to do.'"

The local NOD web site www.nod32.co.nz, created and managed by Chillisoft, offers resellers quick and easy self-managed purchasing and reporting. Resellers are able to view client keys, number of licenses and license expiry dates online 24/7.

"Ease of access to client details makes a big difference," says Walton. "It makes account management so much easier."

