

SUPPORT SPECIALISTS GHS CHOOSE BITDEFENDER



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Grant Hume, Technical Director, GHS UK Ltd.



‘We like problem solving and that is what we do for a living,’ says Grant Hume, Technical Director of GHS (UK) Ltd, an IT support company based in Swindon offering a range of services including consultancy, project management and security auditing.

Founded in 2004, GHS is a Microsoft Certified Partner and Education Reseller looking to provide affordable, reliable and user-friendly solutions to their client base of more than 250 companies across the South West.

Grant decided to set up his own business to provide the same level of professionalism and expertise enjoyed by corporates to SMEs and business start-ups – the ideal client having 10-20 PCs across one or two sites.

The GHS approach to support is fundamentally based on analysing the procedures and processes of

a client, then recommend and supply the right solutions to fit with their requirements in terms of servers, desktop machines and software – ‘as opposed to just the day-to-day looking after the kit,’ says Grant, who relies on sourcing the right products not only for the good of his customers but also to ensure that GHS is a viable and profitable business.

Deploying an ineffective anti-virus product for a client, for instance, could well result in call-out visits that gobble up any resale margins, and Grant increasingly found some of the high street brands in the sector were not picking up spyware and other viruses that was costing GHS both time and money.

Grant says of his search last year for a replacement system: ‘I looked at some comparative stats going round the industry and they showed that BitDefender was right up there

in terms of effectiveness. After giving it a go in October and finding out a bit more about it I could see it was a good choice.’

GHS has subsequently adopted BitDefender as the anti-virus product recommended to old and new clients alike. ‘We have had a few instances where existing maintenance contracts have been up for renewal and the time has come to replace the old anti-virus software. BitDefender detected and removed things the old software failed to find.’ He adds that it has been easy to install and operate. ‘On the whole it pretty much runs itself.’

Not only has BitDefender proved to be effective and well supported in Grant’s eyes, and also makes perfect business sense. ‘I have two hats – from a support perspective I want to offer the customer the right technical solution, and in this respect BitDefender is the product I would want to recommend to the customer. With my sales hat on I also want to sell it because it is keenly priced – both for me and the client – compared to some rival products I could mention.

‘We will be pushing BitDefender heavily now – there are so many benefits to get everyone on the same platform,’ concludes Grant, who says that GHS will be pre-installing BitDefender on all new machines in future.

ABOUT BITDEFENDER //

BitDefender is a leading global provider of security solutions that satisfy the protection requirements of today’s computing environment. The company offers one of the industry’s fastest and most effective lines of security software, setting new standards for threat prevention, timely detection and mitigation.

BitDefender delivers products and services to over 41 million home and corporate users in more than 180 countries. BitDefender has offices in the United States, the United Kingdom, Germany, Spain and Romania. Further information about BitDefender can be obtained by visiting:

<http://www.bitdefender.co.uk>

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