



*A tremendous product with great customer service. It performs well, with little user intervention. We sleep better knowing we are well protected. Best of all, Emsisoft is a company that you *want* to spend money with because they have a social conscience and are driven to do the right thing whether there is profit in it or not. I am proud to be a customer.*



Dr. John Flucke,
Owner, Flucke & Associates Dentistry

Challenges with previous solution

- A lot of manual input required
- Inconsistent malware protection
- Significant system slowdown

“Our previous antivirus solution didn’t always run on schedule, forcing us to do manual full-system scans. And the product didn’t always update its scan history, so we could never be completely sure that we had completed a scan. Quite honestly, it was a pain and we never knew where we were with our security protocols,” said Dr. Flucke.

To make matters worse, the practice’s previous solution did not provide reliable malware protection. In Q3 2019, Flucke & Associates Dentistry was infected with malware, which spread to four workstations and the company’s server before it could be contained.

According to Dr. Flucke, the infection was forgivable, but the ensuing network slowdowns were not.

After the incident, the previous solution began interfering with the practice’s digital processes. Submitting a form during a patient’s check-in — an ordinarily instantaneous action — would result in a four-minute wait, which began to affect office efficiency.

“Technology is designed to increase efficiency and when our network began to slow down drastically we knew it was time for a change,” said Dr. Flucke.

Overview

Customer

Flucke & Associates Dentistry

Industry

Oral healthcare

IT environment

20 endpoints and 1 server

Solution

Emsisoft Enterprise Security and Emsisoft Cloud Console

The Customer

Flucke & Associates Dentistry is a dental practice in Lee’s Summit, Missouri. The practice has minimized the use of analog systems and relies heavily on technology to provide the best patient care possible. As a result, the practice requires 100 percent uptime during business hours.

Flucke & Associates Dentistry is led by Dr. John Flucke, a prominent figure in the world of dentistry. Dr. Flucke is also Technology Editor and Chief Dental Editor for [Dental Products Report](#), Chairman of the Missouri State Peer Review Committee and creator of one of the most popular dental blogs on the Internet, [Ramblings of Dentistry’s Technology Evangelist](#).

Reasons for choosing Emsisoft

Flucke & Associates Dentistry was in the market for a modern endpoint security solution that would provide reliable malware protection without affecting system performance. After evaluating several options, Flucke & Associates Dentistry chose Emsisoft for the following reasons:

- **Efficiency**

Emsisoft provided multi-layered protection without hindering system performance. During his 30-day trial, Dr. Flucke found that Emsisoft Enterprise Security did not slow down his network, allowing the practice to operate efficiently without compromising on security.

- **Non-invasive solution**

Emsisoft offered robust protection while still providing the practice with a high level of privacy and control. "I was looking for a solution that provided the best protection possible without the software entangling itself so deep into our systems that it would be impossible to remove it if need be," said Dr. Flucke.

- **Brand Trust**

Emsisoft was a trusted name in the antivirus space. The company was actively involved in fighting ransomware and regularly released free decryption tools to help victims recover their files for free. Dr. Flucke felt that the company culture at Emsisoft was closely aligned with that of his practice.

How Emsisoft solved the problem

- **Emsisoft Enterprise Security**

Flucke & Associates Dentistry deployed Emsisoft Enterprise Security on all of the practice's 20 workstations and Emsisoft Enterprise Security on the company's server.

- **Autonomy**

Dr. Flucke appreciated the fact that Emsisoft's software could be trusted to provide reliable malware protection with minimal input from administrators. This has improved workplace efficiency and provided the practice's IT team with greater peace of mind.

- **Emsisoft Cloud Console**

Flucke & Associates Dentistry found Emsisoft Cloud Console to be a "tremendous asset". The Console has enabled administrators to efficiently manage all their endpoints from a single, intuitive dashboard.

- **Emsisoft Browser Security**

"We're grateful for Emsisoft Browser Security, which has provided us with greater security", said Dr. Flucke.

"Everyone in the office has benefited from having a powerful and reliable antivirus solution. The administrators have especially seen a great deal of benefits because everything performs the way it is supposed to. That means less time checking on whether we are protected because we know we are protected."