Texas Managed Service Provider Promotes Customer Satisfaction with AVG Anti-Virus

Walling Data, the nation's top distributor of AVG Security products, provides behind-the-scenes expertise and personalized service.

Claremont, NC - October 23rd 2008 - Communication Network Design (CND), a telecommunications and managed service provider in San Antonio, Texas, prides itself on top-notch customer service. Hundreds of area small businesses turn to CND for expert advice on everything from phone systems to software applications.

The task of seeking out and recommending the most appropriate software for individual customer requirements falls to CND Office Manager Carla Bowman, who oversees purchasing for the company. Security is top-of-mind with many of CND's customers and Bowman says that, when it comes to anti-virus software, the choice of what to recommend is an easy one.

 "We live and die by our customer service reputation, so any software program we recommend must be a good fit for the customer's business," Bowman said. "As far as anti-virus software is concerned, there are two fundamental requirements – a high level of protection and a low level of visibility. AVG meets those requirements in spades – it's unobtrusive and protects against a wide range of potential security threats. Powerful, affordable and easy to use make it our number one recommendation for malware protection."

Many of the customers approaching CND for advice are already using another antivirus program. However, Bowman notes that a common factor amongst these companies is a higher level of frustration and general dissatisfaction with workstation efficiency and productivity.

"Nine times out of ten, when a new customer is having problems with getting good performance out of their workstations, the culprit turns out to be the anti-virus software they're using," she explained. "Problems can range from sluggish performance to slow email and browser response to full-blown virus infections. But whatever the manifestation, we always recommend they take a long hard look at their current anti-virus and download a Free Trial version of AVG to compare the two."

"In the years I've been recommending AVG, I've had virtually no negative feedback about AVG's protection. It simply does not get in the way of doing business – and that's the way all security products should be."

Walling Data, the Preferred Source for AVG

Walling Data is the longest-standing and highest-volume distributor of AVG Technologies solutions in North America. Walling Data is also the only distributor to offer all its customers – resellers and end-users - free, unlimited, U.S.-based pre- and post-sales support.

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"Communication Network Design has worked with Walling Data since launching their IT Department," Bowman said. "Our technicians are full of praise for Walling's rapid-response service, and I really appreciate the fast turnaround on inquiries and orders that ensure our customers always have the highest level of protection."

As an example of how CND's customers benefit from the customer service they receive from Walling Data, Bowman recalls a time recently when the company's technicians needed some assistance in easing the upgrade process for customers moving from AVG Anti-Virus 7.5 to 8.0 due to the new system requirements.

"The support team at Walling was exceedingly helpful throughout the entire process," said Bowman. "Walling provides excellent customer service, therefore we have no plans to change the way we purchase or service our customers' antivirus protection requirements."

For more information about how to purchase AVG Anti-Virus, resellers and end users should visit http://www.avg-antivirus.net.

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About Walling Data

Founded in 1994, N.C.-based Walling Data is a value-added technology distributor of technology products for resellers, small businesses, and education and government institutions. Walling Data was the nation's first distributor of AVG security products and today is the highest-volume distributor for the product in North America, with more than 50,000 satisfied customers. Walling is also the only value-added distributor for Cymphonix Network Composer, an award-winning device that helps companies control and monitor users compliance with internet usage policies. Additionally, the company has recently become a distributor of CyberPatrol's parental control and business-grade web filtering solutions. Walling Data provides free, unlimited, U.S.-based phone and "we-do-it-for-you" remote support for all of its customers. For more information, visit www.wallingdata.com and www.avg-antivirus.net

About AVG

Founded in 1991 and with offices in the US and Europe, AVG is a leading international developer of Internet threat protection solutions for consumers and SMBs. AVG is one of the fastest growing companies in the industry with more than 80 million active users around the world. The company employs some of the world's leading experts in Internet security, specifically in the areas of threat research, analysis and detection. AVG's award-winning products are distributed globally through resellers and over the Internet as well as via third parties through Software Developer's Kits (SDK).

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