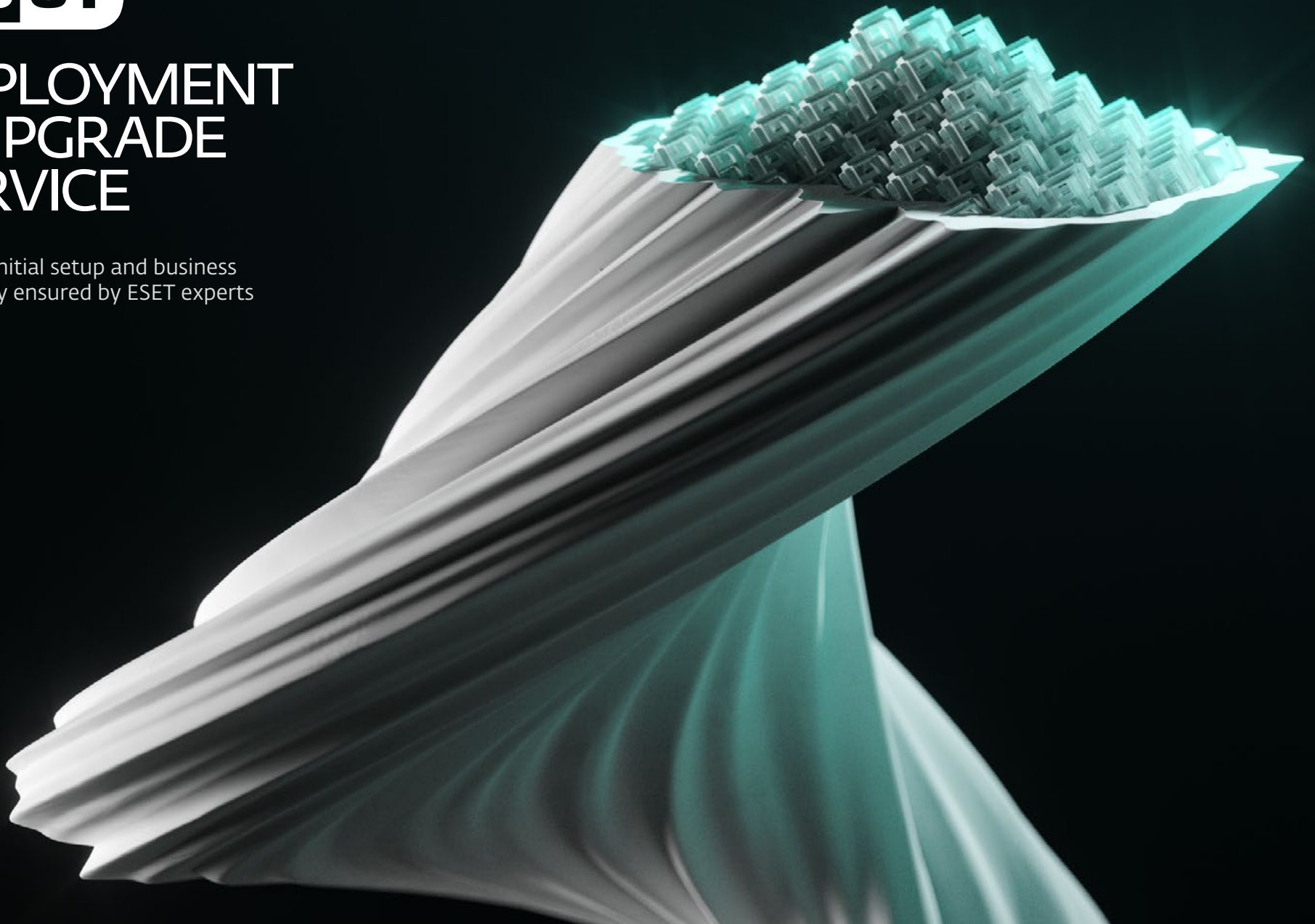
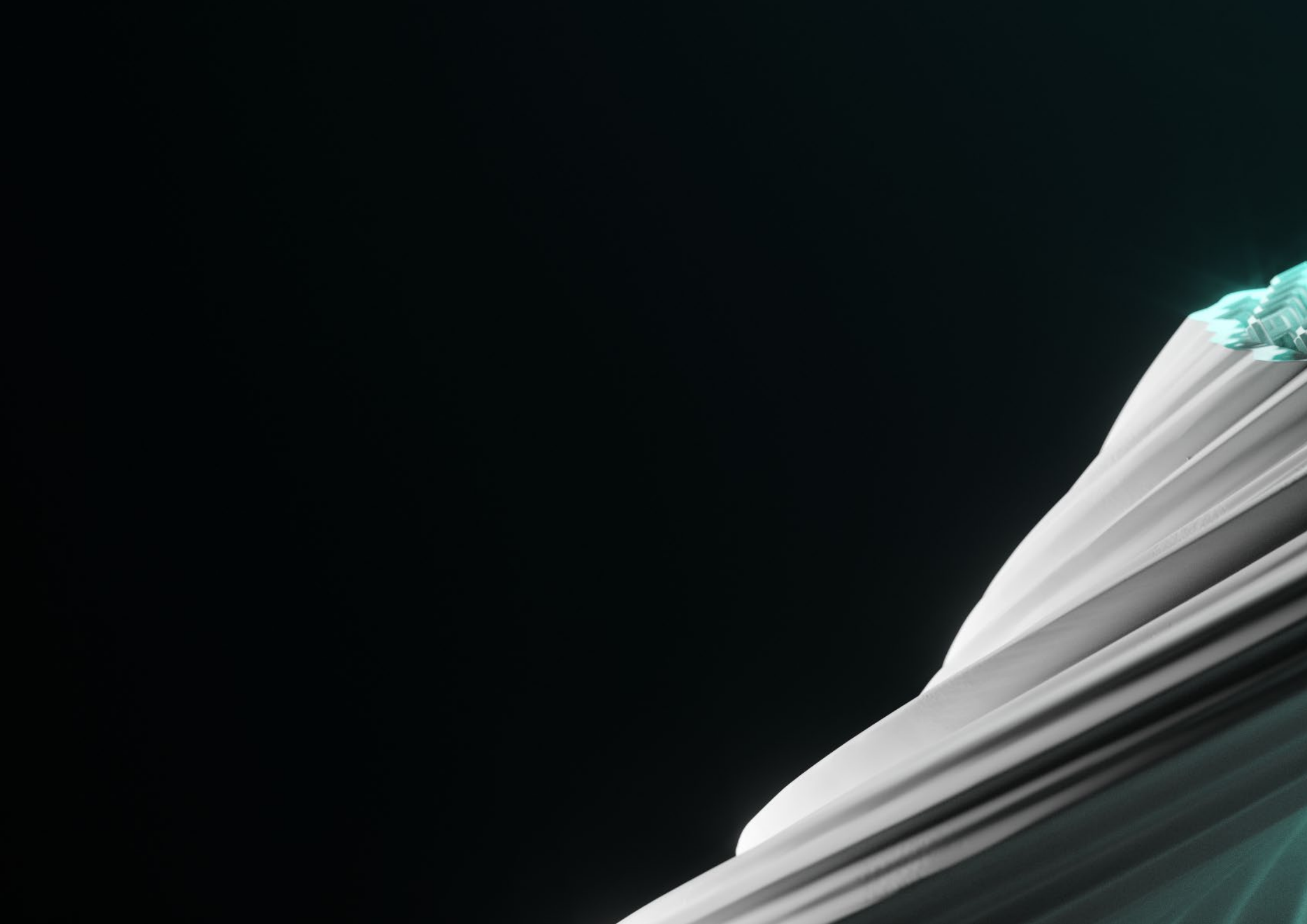


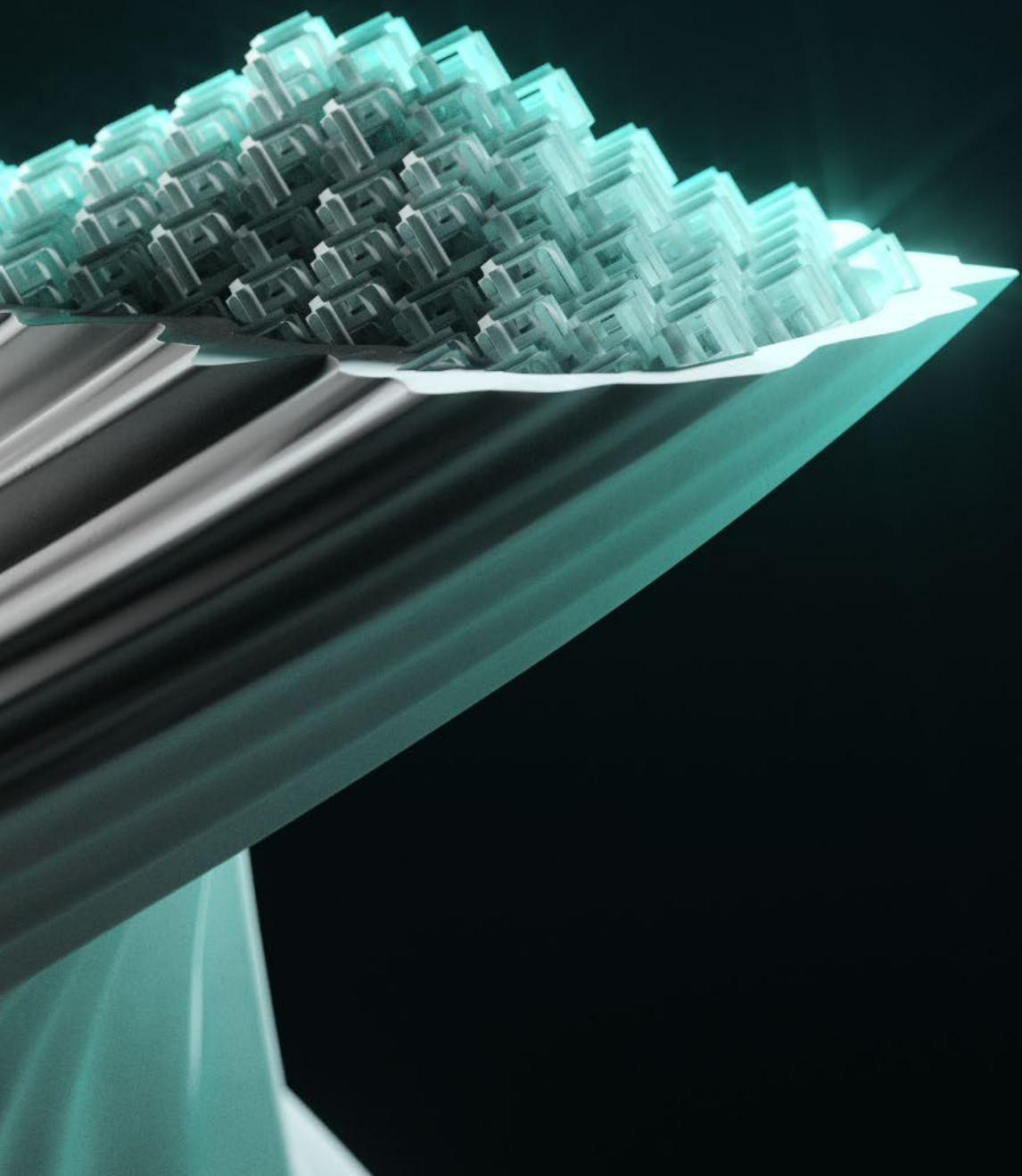


DEPLOYMENT & UPGRADE SERVICE

Smooth initial setup and business
continuity ensured by ESET experts







What is the Deployment and Upgrade service?

ESET Deployment and Upgrade is designed to help you install and configure a specific product in your environment so that you can be sure it will work optimally from day one.

The Deployment and Upgrade service provides professional security solution deployment, which reduces the overall complexity associated with a new endpoint security provider and ensures business continuity.

The challenges



LACK OF PRODUCT KNOWLEDGE

Deploying new products without any previous experience can be tricky, even for organizations with dedicated security or IT teams.



COMPLIANCE

Many industries have strict certification and compliance policies which mandate products must be deployed by authorized vendors.



LACK OF MANPOWER

The general lack of security specialists causes IT departments to outsource certain tasks to maintain business continuity.



LONG-TERM COSTS

Creating dedicated teams and/or hiring specialists to perform niche occasional tasks can incur high long-term costs.

The stages

PROPOSAL PHASE

- ◆ After requesting the Deployment and Upgrade service, an initial assessment is performed to gather accurate information about the environment where the service will occur. This step is crucial to ensure that the rest of the process is completed smoothly and without issues.
- ◆ A Service Proposal is then created and submitted to the customer, based on the data gathered by the deployment engineers.
- ◆ After confirming the proposal, the deployment team then begins work on a full-fledged deployment plan that includes a precise schedule designed to ensure business continuity.

DEPLOYMENT PHASE

- ◆ This phase can be performed either remotely or directly on-site.
- ◆ If agreed upon during the proposal phase, training of on-site staff can be facilitated at this time.
- ◆ We provide you with a comprehensive description and scope of the service as provided. You'll also receive a deployment manual for any further future installations.
- ◆ This phase is completed once all tasks that are contained in the deployment plan have been completed and accepted by the organization.

POST-DEPLOYMENT PHASE

- ◆ This last phase includes billing and invoicing, and the deployment teams are no longer involved.
- ◆ As a final step, customers are invited to complete a survey to ensure maximum satisfaction and to continuously improve the quality of the service.

The ESET difference



THREE-STAGE PROCESS

Deployment and upgrade are separated into three different phases: proposal phase, execution phase and post-deployment phase. This ensures that all customer expectations are exceeded.



INITIAL ASSESSMENT MEANS NO SURPRISES

A thorough initial assessment is completed before any execution or deployment takes place to ensure that no surprises are discovered after the deployment process begins.



BUSINESS CONTINUITY ASSURANCE

Deploying and/or upgrading products according to a precise schedule determined by dedicated specialists assures greater business continuity and organizational satisfaction.



TURN-KEY DEPLOYMENT

You can rely on our engineers to implement ESET security solutions smoothly and with minimum interruption to your organization's operation.

Human expertise backed by machine learning.
Our reputation system, LiveGrid® is made up of 110 million sensors worldwide, and verified by our R&D centers.

“

We were most impressed with the support and assistance we received. In addition to being a great product, the excellent care and support we got was what really led us to move all of Primoris' systems to ESET as a whole.

”

Joshua Collins, Data Center Operations Manager;
Primoris Services Corporation, USA; 4,000+ seats

“

ESET support is one of the best. They implemented a strategy for a district-wide rollout; they created a package that removed (the) old product, replacing it with ESET. Rolling out their product was one of the easiest migrations we ever had to do in our district.

”

Hector, Systems Engineer; San Marcos Unified School District, USA;
8,000 seats

Supported products

ESET Endpoint Solutions for
Windows, Mac, Linux, and Android

ESET Enterprise Inspector

ESET Server Security for Microsoft Windows Server

ESET Mail Security for Microsoft Exchange Server

ESET Security for Microsoft
SharePoint Server

ESET Secure Authentication

ESET Full Disk Encryption

ESET Endpoint Encryption

ESET Cloud Office Security

ESET Dynamic Threat Defense

ESET PROTECT

ESET PROTECT Cloud

“

The implementation was very straightforward. In cooperation with ESET's well-trained technical staff, we were up and running our new ESET security solution in a few hours.

”

IT Manager; Diamantis Masoutis S.A.,
Greece; 6.000+ seats

“

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Joshua Collins, Data Center Operations Manager; Primoris Services Corporation, USA; 4.000+ seats

About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services, delivering instant, comprehensive protection against evolving cybersecurity threats for businesses and consumers worldwide. ESET is privately owned. With no debts and no loans, we have the freedom to do what needs to be done for the ultimate protection of all our customers.

ESET IN NUMBERS

110 m+
users
worldwide

400 k+
business
customers

200+
countries &
territories

13
global R&D
centers

SOME OF OUR CUSTOMERS



protected by ESET since 2016
more than 14.000 endpoints



ISP security partner since 2008
2 million customer base



protected by ESET since 2017
more than 14,000 endpoints



protected by ESET since 2016
more than 4,000 mailboxes

Why choose ESET?

SOME OF OUR TOP AWARDS



ISO SECURITY CERTIFIED



ISO SECURITY CERTIFIED

ESET is compliant with ISO/IEC 27001:2013, an internationally recognized and applicable security standard in implementing and managing information security. The certification is granted by the third-party accredited certification body SGS and demonstrates ESET's full compliance with industry-leading best practices.

ANALYST RECOGNITION

FORRESTER®

ESET was included in the Now Tech: Enterprise Detection And Response, Q1 2020 report — Forrester's overview of 29 enterprise Detection and Response solutions.



ESET retains its 'Top Player' status in Radicati's 2021 APT Protection Market Quadrant report.

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process to ensure information is authentic. Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences, and do not represent the views of Gartner or its affiliates.

