ESET

Service Specification
ESET Deployment & Upgrade service

A quick overview – processes, phases and how to contact us with any questions.

SERVICE DEFINITION

ESET Deployment & Upgrade helps you get the best from ESET business products. We have bundled deployment and upgrade into one service due to their similarities. The main difference between them is the stage in the product license lifecycle at which each service is usually executed. Having these as one service offers simplicity: pricing, licencing and ordering are identical and service delivery workflows are unified.

ESET Deployment offers end-to-end installation and initial configuration of newly purchased ESET products, within your environment, to the scale and extent agreed upon in a service proposal. Your company gets a correctly set up and efficiently running environment for ESET business security products.

ESET Upgrade updates and configures previously deployed ESET products, within your environment and within the scope agreed upon in the service proposal. The upgrade service applies to major version changes, such as upgrading ESET products from v7 to v8 and minor upgrades (e.g. v8.1 to v8.2).

This service can help you tackle challenges such as lack of product knowledge, lack of personnel, infrastructure complexity, business continuity and certification compliance.

PROCESS

1. Order and proposal phase

This phase commences with the initial inquiry about the D&U service. The ESET representative fills in an **Assessment form** together with your IT administrators and hands it over to a Deployment Service Specialist (DSS) for evaluation. If provision of the D&U service delivery is feasible, your ESET DSS prepares an **ESET Service Proposal** detailing aspects like environment schema, endpoint requirements and the scope of the service.

Once your IT department approves the Service Proposal, your ESET DSS can proceed to prepare a **Deployment Plan** for you. The Deployment Plan provides details of the service delivery: date and time, connection type and scope of the service. Once you have agreed the plan, we can deliver the D&U service. The last activity in this phase is the preparation of a **Deployment Checklist** which lists the preconditions to be met in your IT environment so that the Deployment Execution Phase runs smoothly, without wasting your time.

2. Execution Phase

This phase is relatively straightforward, with the DSS either connecting remotely to your environment or visiting your premises. Deployment or Upgrade then runs according to the agreed Service Proposal. After the DSS has finished with the service execution, they test whether the ESET products in your environment are set up/upgraded correctly. The **Acceptance Protocol** is usually signed by the DSS right after the service execution in order to obtain your consent to the scope and extent of the delivered service.

3. Post Deployment Phase

In this phase, the DSS or the Professional Services Team at ESET HQ might ask for your feedback on the service.

SCOPE OF THE DEPLOYMENT & UPGRADE SERVICE

Our Deployment service is measured in **service deliveries**. One service delivery accounts for approximately one working day of our Deployment Service Specialist. This time includes not only Deployment or Upgrade execution itself, but also time spent on preparing the ESET Service Proposal.

From our experience, one service delivery is sufficient to deploy or upgrade **100 units of ESET software** into customer´s infrastructure on selected endpoints. The structure of endpoints selection will be identified and specified by the deployment team in the Deployment Plan, but may be subject to change upon agreement with the customer. The purpose of such a selection is to ensure that the majority of combinations of aspects (1. operating systems, 2. hardware and 3. other system specifics) the customer has in his infrastructure will be represented in the 100-sample, thereby, focusing on the potentially most problematic combinations.

In addition, the customer will be left with a manual on how to deploy or upgrade the rest of the ESET software in their infrastructure to match the version of the mentioned 100-sample. Our deployment team will also prepare installation packages for the customer´s admin to execute in order to finish the deployment or upgrade

To demonstrate the above mentioned in an example, let's assume that company Assiduo Ltd. has 960 endpoint machines and purchased ESET Protect Complete bundle. Let´s also assume that they plan to use ESET Protect Cloud, managing ESET Endpoint Security (both for Windows and macOS) and ESET Full Disk Encryption. They also plan to deploy ECOS to secure Office365.
One service delivery (or 100-sample) for such a customer would most probably have the following high-level scope (subject to expert evaluation of the Assessment form by ESET deployment team):
- ESET Protect Cloud console deployed
- 20* ESET Endpoint Security for Windows deployed to a wider variety of Windows distributions (versions) present in Assiduo
- 20* ESET Endpoint Security for Windows deployed to a wider variety of macOS distributions present in Assiduo
- 20* ESET Full Disk Encryption deployed to a wider variety of Windows distributions present in Assiduo
- 20* ESET Full Disk Encryption deployed to a wider variety of macOS distributions present in Assiduo
- Deployment of ESET Cloud Office Security on 20 Microsoft Office365 users
- Manual on how to reproduce the 5 above bullets onto the rest of Assiduo´s infrastructure + installation packages prepared by the deployment team and handed over to the customer´s administrator

If more than one service delivery is suggested by ESET in order to get your team ready for the full deployment, **this will be detailed in your Service Proposal**.

That also applies to a case when your organisation requires a full-blown deployment to every single endpoint in your environment.

PROCESS HIGH-LEVEL OVERVIEW