



# DEPLOYMENT & UPGRADE SERVICE

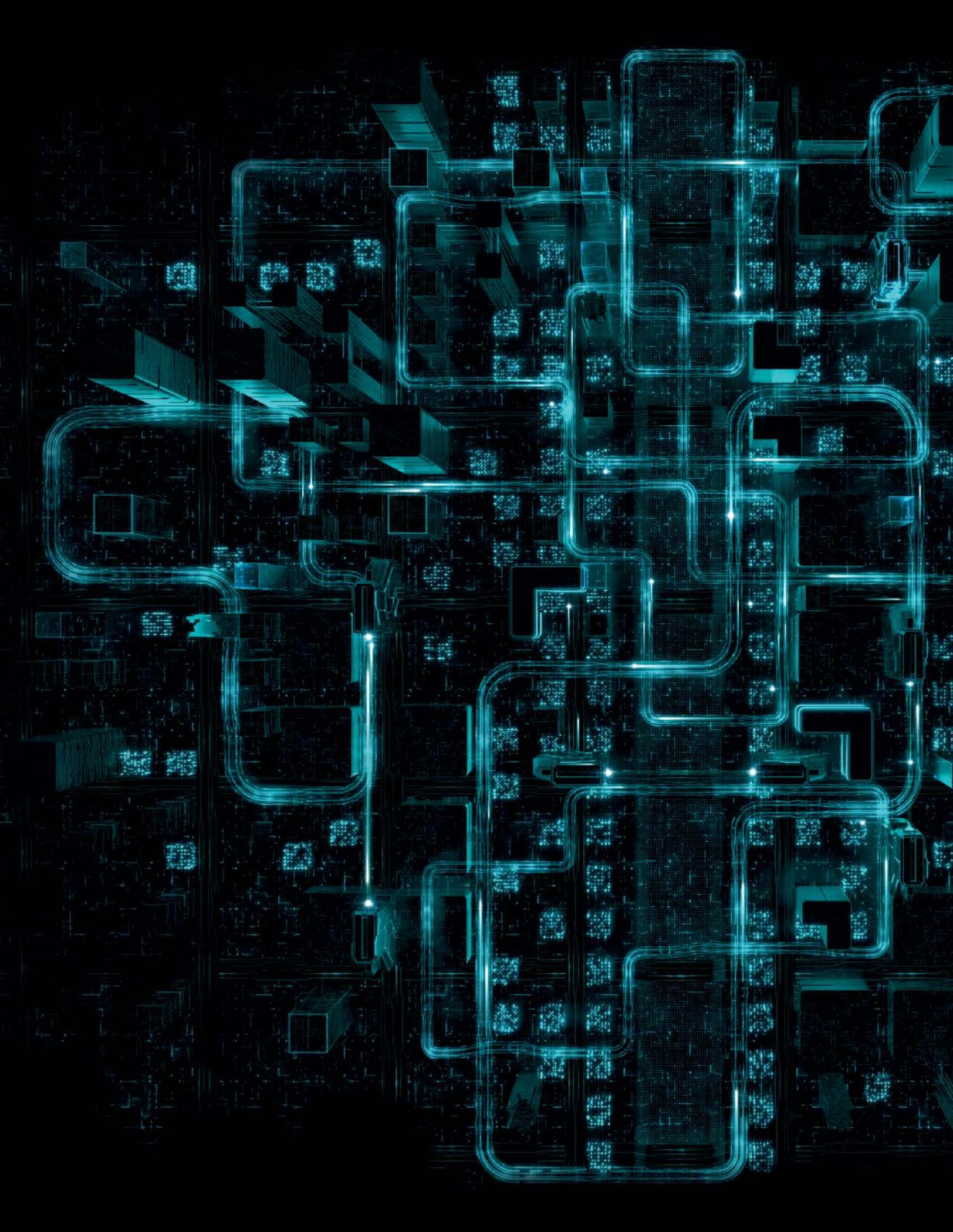
Smooth initial setup and business continuity ensured by ESET experts



ENJOY SAFER  
TECHNOLOGY®



30 YEARS OF  
CONTINUOUS  
IT SECURITY  
INNOVATION



# What is a **deployment and upgrade service?**

**A deployment and upgrade service installs and configures a specific product in a customer's environment as well as trains the customer so that they are ensured success with a brand-new product.**

ESET 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.

# Why **ESET** Deployment and Upgrade Service?



## **LACK OF PRODUCT KNOWLEDGE**

Deploying new products without any previous experience can become 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.



## **LONG-TERM COSTS**

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

*“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

*“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

The background of the entire page is a dark, futuristic digital landscape. It features glowing blue lines and patterns that resemble circuitry or data flow. In the foreground, there's a dense field of small, glowing blue dots, possibly representing data points or a network. The overall aesthetic is high-tech and digital.

*“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

# 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.



## BUSINESS CONTINUITY ASSURANCE

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



## TRAINING INCLUDED

Set up your organization's staff for success by training them during the deployment and setup process.



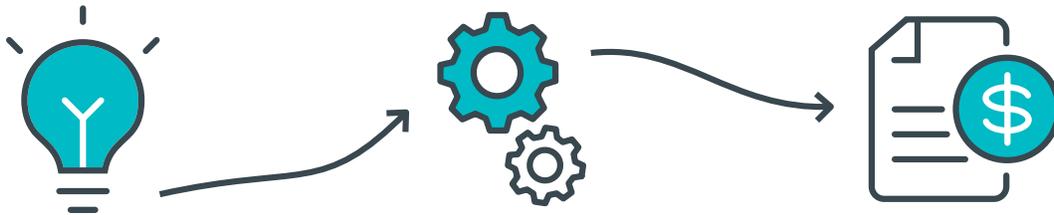
## INITIAL ASSESSMENT MEANS NO SURPRISES

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.

*"Implementing ESET is simple and easy. Support makes the move graceful and fluid."*

Stephen, NOC Manager; Sagiss, LLC, USA; 3,000 seats

# 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 issue.
- 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 to give confidence to the organization that business continuity will be maintained.

## 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.
- Deployment of products, their configuration, and documentation of steps taken and required instructions are finalized in this phase.
- 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

- During this phase customers are entitled to a grace period during which the engineer who completed the deployment can be consulted to perform any final optimizations.
- 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.

# Supported products

ESET Endpoint Antivirus

ESET Endpoint Security

ESET Enterprise Inspector

ESET File Security for Microsoft Windows Server

ESET File Security for Microsoft Azure

ESET Mail Security for Microsoft Exchange Server

ESET Security for Microsoft SharePoint Server

ESET Secure Authentication

ESET Remote Administrator VM for Azure

ESET Security Management Center

*“Outstanding company, superb technical support,  
provides strong threat protection and  
central management.”*

Dave, Manager of IT; Deer Valley Unified School District, USA;  
15,500+ seats

# About ESET

**ESET—a global player in information security—has been named as the only challenger in the 2018 Gartner Magic Quadrant for Endpoint Protection Platforms.\***

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

**110M +**  
users  
worldwide

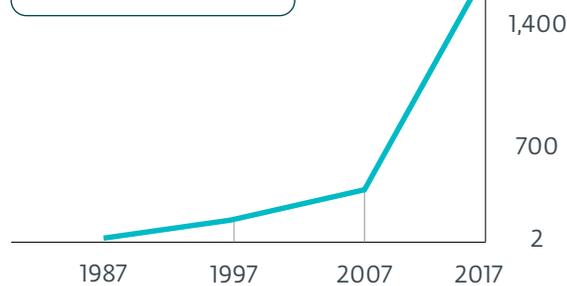
**400k+**  
business  
customers

**200+**  
countries &  
territories

**13**  
global R&D  
centers

## ESET EMPLOYEES

More than one-third of all ESET employees work in Research & Development



## ESET REVENUE

in million €



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## SOME OF OUR CUSTOMERS

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# HONDA

protected by ESET since 2011  
license prolonged 3x, enlarged 2x

# GREENPEACE

protected by ESET since 2008  
license prolonged/enlarged 10x

# Canon

protected by ESET since 2016  
more than 14,000 endpoints



ISP security partner since 2008  
2 million customer base

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## SOME OF OUR TOP AWARDS

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*“Given the good features for both anti-malware and manageability, and the global reach of customers and support, ESET should be on the shortlist for consideration in enterprise RFPs for anti-malware solutions.”*

KuppingerCole Leadership Compass  
Enterprise Endpoint Security: Anti-Malware Solutions, 2018

