



# MSP TAILORED TOOLS

## PLACING YOU AT THE CENTER

When you become our MSP partner, the entire ESET ecosystem is designed to work for you. Our MSP-optimized solutions are easy to use, minimize your daily operations, and let you provide top-rated security to help build your customers' trust.





# Operate independently, with simple license management

“Whenever we need more licenses, it’s fixed within a few seconds through the online MSP portal. ESET gives us the possibility of MSP licensing, **giving us more flexibility** to order or cancel licenses for customers.”

Emile Schouwstra  
Director  
Detron Cloud Services



FLEXIBILITY

## Flexibility with self-service

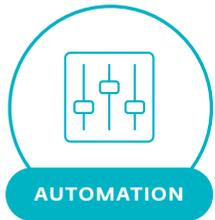
You’re in charge of your MSP business. **ESET MSP Administrator** is a self-managed tool that gives you maximum freedom and flexibility to add or remove seats, or make other administrative changes, in just minutes. Our reporting system lets you track license usage in real time and at granular, per-customer per-day, level. At the same time, you can monitor your performance at any time during the month. **With ESET MSP Administrator you can perform all ordering and licensing operations without the need to wait for approval, and without having to contact ESET.**



PROFIT

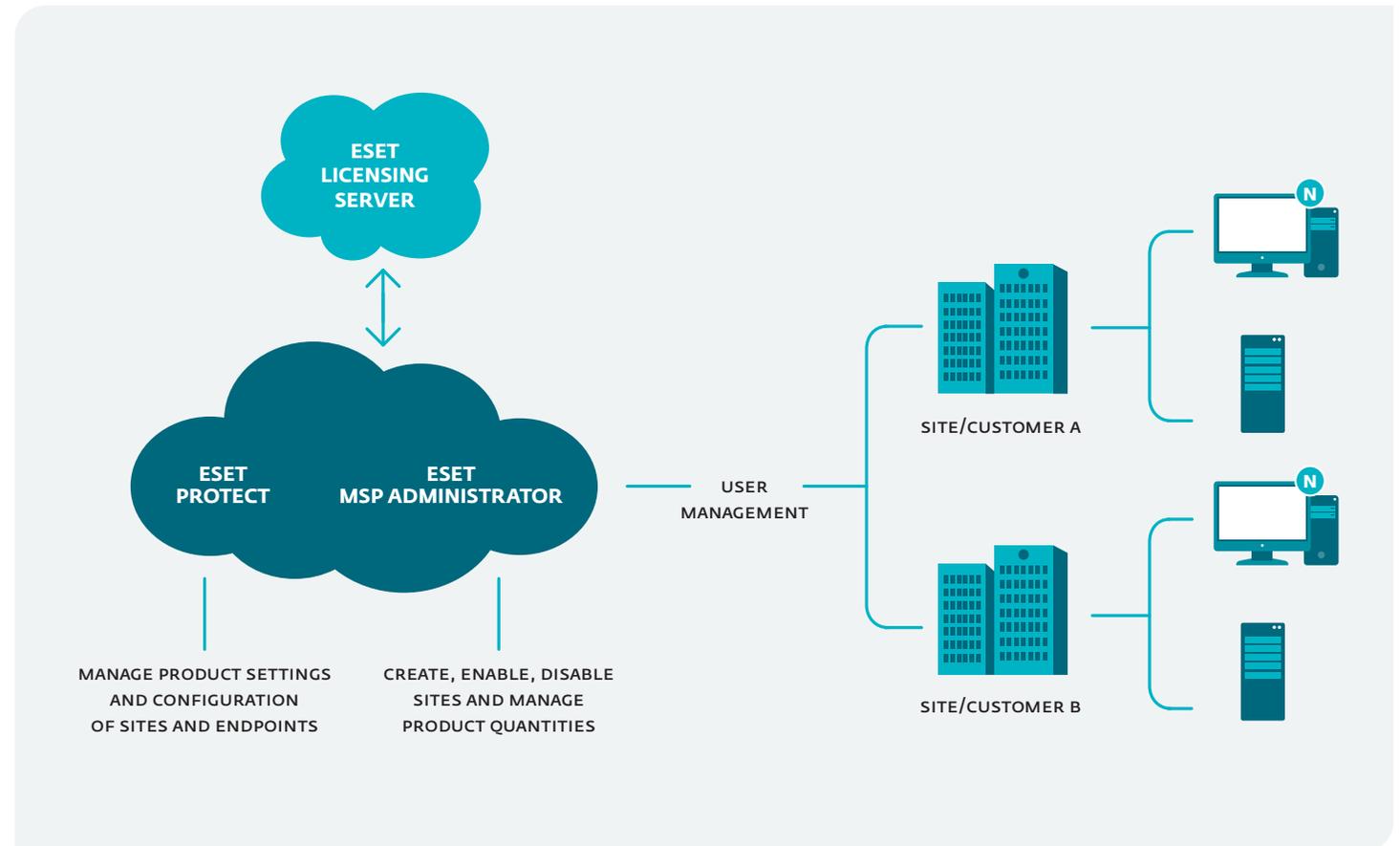
## Daily billing, volume pricing

Our MSP model is based on real usage – you only pay for what you order during the month. Each day, the system counts the number of seats you have used. At the end of the month, the sum of all days is calculated. Thus you pay only for the licenses that your customers actually utilize, with no upfront investment. Our tier-based volume pricing allows you to boost your profits based on the number of clients you cover. **The more licenses you sell, the better the unit price you get.**

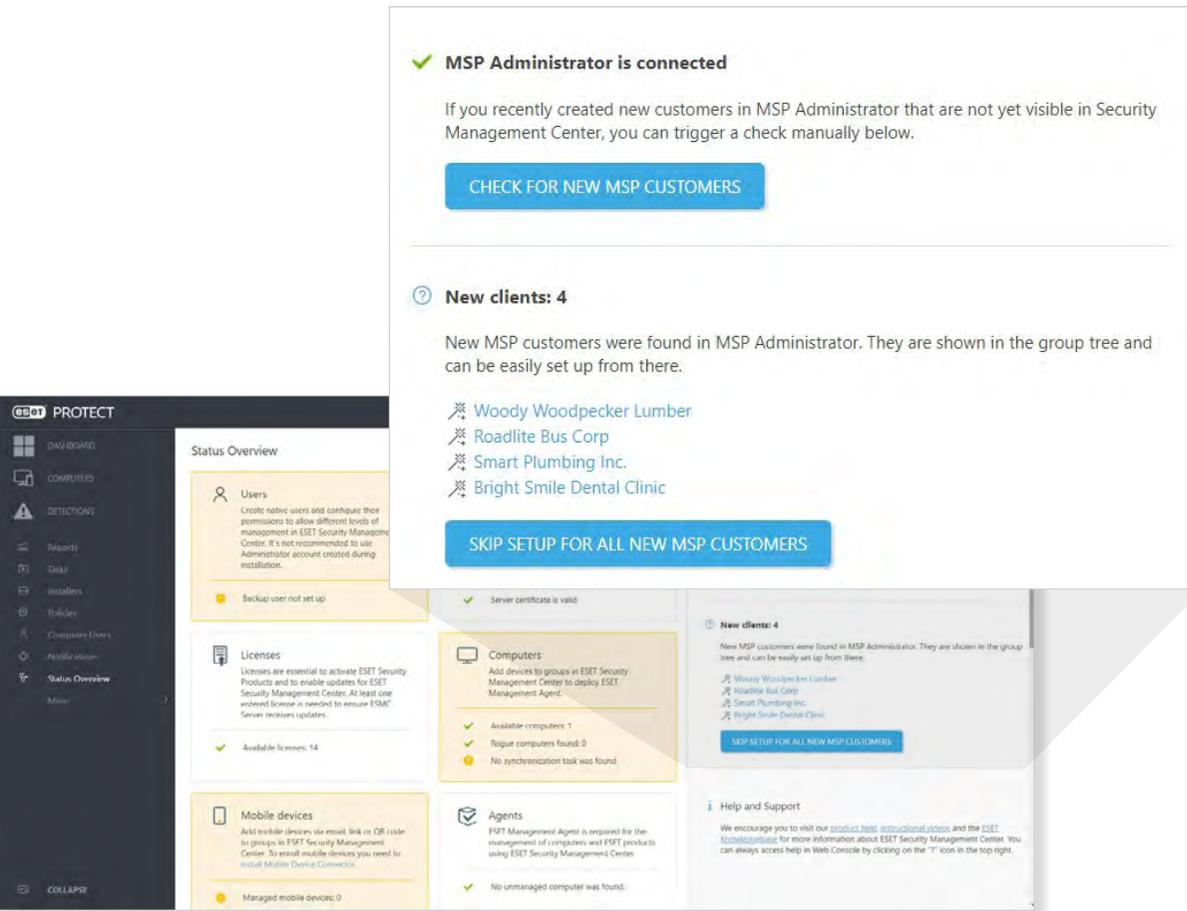
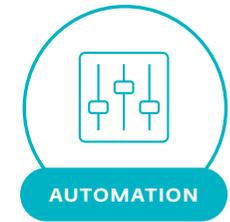


## Synchronized client management

ESET MSP Administrator (EMA) is easy to access via the internet, anywhere. It is closely integrated with ESET PROTECT via a single sign-on, automatically synchronizing your customer structure, which greatly speeds up implementation for new customers. In addition, EMA features a powerful API, allowing seamless integration with your existing business systems for simple license creation/changes.

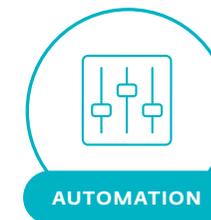


# Automate easily, with our multitenant console



## Stay in control with ESET PROTECT

With our [cloud console](#), you get situational visibility over all of your managed customers. Access installers, tasks and policies and other relevant data on a single screen, making filtering and sorting easy. Use the notification system features to get exactly the information alerts you want. [Multitenancy allows you to manage multiple customers from a single console](#), while ensuring that customers who require access cannot see the data of your other customers. ESET PROTECT is automatically integrated with ESET MSP Administrator to allow smooth customer enrollment and a high level of automation.



## More than security management

Thanks to its agent-based infrastructure, ESET PROTECT can do more than just manage ESET products – you can actually [use it to install or uninstall almost any application!](#) Deploy the management agent on systems with different security products, run scripts, execute remote commands, list installed software, patch operating systems, or even get the hardware configuration of the target computer.

## Fine-tuned alerts and reports

Robust automation allows you to refine the most common tasks, thus reducing daily operations. [Everything can be compiled in reports for your customers.](#) You can also add your logo to your instance of ESET PROTECT, as well as to automatically generated customer reports.

YOUR LOGO			Installed applications
<b>Generated at</b>			
2019 Sep 24 14:31:05 (UTC +02:00)			
Group by (Application name)	Group by (Application vendor)	Group by (Application version)	Count (Application name)
ESET Management Agent	ESET, spol. s r.o.	7.0.577.0	25
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.4148	Microsoft Corporation	9.0.30729.4148	22
ESET Enterprise Inspector Agent	ESET, spol. s r.o.	1.3.1124	19
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.6161	Microsoft Corporation	9.0.30729.6161	19
Microsoft Silverlight	Microsoft Corporation	5.1.50918.0	17
ESET Endpoint Security	ESET, spol. s r.o.	7.1.2053.0	16
Microsoft Visual C++ 2017 Redistributable (x86) - 14.12.25810	Microsoft Corporation	14.12.25810.0	16
VMware Tools	VMware, Inc.	10.3.10.12406962	16
Secunia PSI (3.0.0.10004)	Secunia	3.0.0.10004	15
WinRAR archiver			15
Microsoft Office Enterprise 2007	Microsoft Corporation	12.0.6612.1000	14
Microsoft Office File Validation Add-In	Microsoft Corporation	14.0.5130.5003	13
Total Commander (Remove or Repair)			11
ESET Enterprise Inspector Agent	ESET, spol. s r.o.	1.0.202	9
Microsoft .NET Framework 4.8	Microsoft Corporation	4.8.03761	9

MSP customer report (sample)

# ESET plugs straight into your RMM



## Support for major RMMs

If you prefer to use your existing RMM, we've got you covered. Our cooperation covers the leading RMMs, including ConnectWise, Solarwinds, Datto, Kaseya, and others.

[Check out our plugin page here.](#)

## Direct plugins, no need for intermediary consoles

Our unique Direct Endpoint Management (DEM) plugins work **without the need for an intermediary console**. If you're using our DEMs, your RMM will talk directly to the ESET agent, and vice versa. A wide range of operations, including activation, remote scanning, malware reports and more are supported.

## Broad security coverage

With our plugin you can manage Windows and macOS clients plus ESET security on Windows servers (even encryption is included). In case your RMM is not directly supported, use [the eRMM script](#) in ESET endpoint products to integrate your platform straight away!

## Dedicated plugin dev team

We take MSP plugins seriously, and have a dedicated development team. We are constantly working on adding new plugins, products and features.



# Rely on leading cybersecurity technology



## Rely on leading cybersecurity technology

We're combining the "best of all worlds" — machine learning and behavior-based detection with advanced DNA signatures and a cloud-based reputation system, all backed by the human expertise of our researchers. This allows us to focus on the whole malware lifecycle, not just on a specific part, and in the end, provide the highest level of protection for your customers.

## Defeat threats with multi-layered protection

With the ever-evolving threat landscape, a single layer of protection is simply not enough. Since ESET has been at the forefront of cybersecurity for over 30 years, we realized this very early on. The result is a sophisticated combination of technologies that complement each other for the best level of protection.

[Learn more](#)



# Offer your customers a full portfolio of security products



## Enhance your MSP offering with cross-platform security

Using ESET [cross-platform solutions](#), you'll be able to secure all major operating systems: Windows (desktop & servers), macOS, Linux, and virtual machines running in VMware.

- + our cybersecurity app for Android and iOS MDM covers your mobile workforce and company smartphones
- + dedicated solutions for MS Exchange, IBM Domino, and MS SharePoint for specific application servers

## Eliminate data protection concerns

[Encryption and two-factor authentication](#) are important elements of data security. They're not only crucial tools for legislative compliance (e.g. GDPR) but provide extra protection against data breaches. ESET offers both, in a range of easy-to-install products and add-ons.

## Give customers an additional line of defense

Take the defenses against ransomware to the next level by enabling our cloud sandbox solution on your clients' endpoints. It proactively blocks unknown suspicious objects, scans them in a powerful cloud environment, delivering the scan result in under five minutes, and neutralizing the threat itself on affected endpoints.

Additionally, you can strengthen your security portfolio with our cloud office security solution, which provides antimalware, antispam and anti-phishing for Microsoft 365 Exchange online email and OneDrive cloud storage.



# Rely on our dedicated and committed support and care



## It's second in row

ESET reaffirms the 'Champion' status in Canalys Global Cybersecurity Leadership Matrix 2020. ESET achieved the highest score benchmarks in the categories of product availability and supply, and ease of doing business.

[read more](#)

## Support in your local language

Our local experts are at your side when you need them. All partners receive **dedicated support** based in your country.

## Comprehensive technical training

Benefit from **comprehensive, hands-on training sessions** that will get you up to speed quickly. Become an expert on ESET security and a trusted security advisor for your clients.

## Sales support

Our support package includes **sales and presales support**. We're channel-focused and you can rely on our long-standing experience supporting ESET partners.

## Deal with real people

Our MSP team is **ready and committed** to help you start earning more now. Feel free to **contact us right now**.

# Get the most from a security partnership designed for you

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## MSP-customized environment

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- ✓ Multitenant security management from a cloud console
- ✓ Plugins for major RMMs
- ✓ Web-based licensing console
- ✓ Powerful API for integration with your systems
- ✓ Intuitive user experience

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## Optimized solutions that save your time

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- ✓ Self-service license ordering
- ✓ Automated security tasks
- ✓ Minimum support burden
- ✓ Instant seat changes
- ✓ Fast onboarding of new clients
- ✓ Automatic resolution of alerts

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## Enhanced growth potential for your business

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- ✓ Daily billing
- ✓ Monthly invoicing
- ✓ Volume pricing
- ✓ Popular up-sell options
- ✓ Broad cross-platform offering

## **TAILOR YOUR OFFER WITH ESET, AND WIN YOUR CUSTOMERS' TRUST**

With ESET's multi-layered, award-winning security technology and its low system footprint, you easily fulfill your SLAs and keep your customers' networks safe.

