



## 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

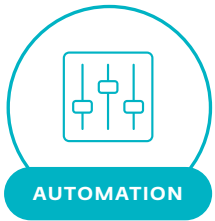
You’re in charge of your MSP business. **ESET MSP Administrator** is a self-managed tool that gives you maximum freedom and flexibility to add or remove seats, or make other administrative changes, in just minutes. Our reporting system lets you track license usage in real time and at granular, per-customer 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.**

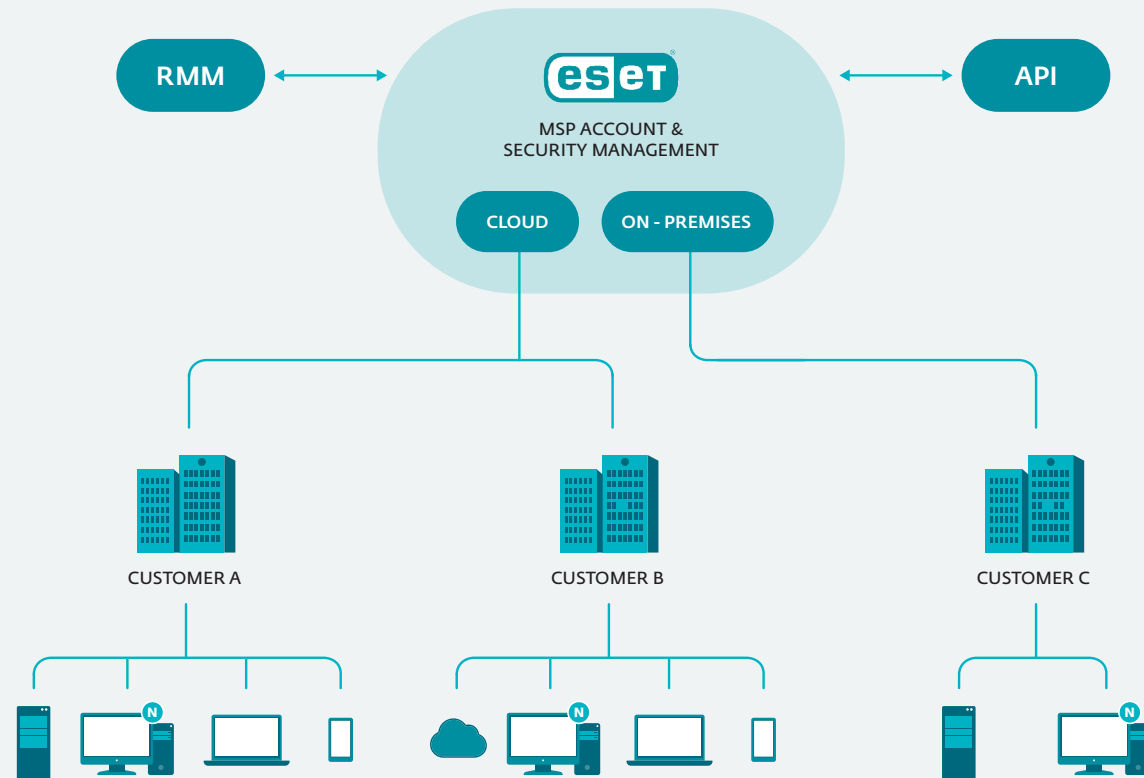


## Synchronized client management

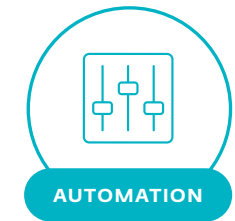
ESET MSP Administrator (EMA) is easy to access via the internet, anywhere. It is closely integrated with ESET PROTECT via a single sign-on, automatically synchronizing your customer structure, which greatly speeds up implementation for new customers. In addition, EMA features a powerful API, allowing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

## ESET MSP ECOSYSTEM

Create, enable and disable customers. Manage product quantities, settings and configurations of sites and endpoints



# Automate easily, with our multitenant console



The screenshot shows the ESET PROTECT console interface. On the left is a dark sidebar with navigation options: DASHBOARD, COMPUTERS, DETECTIONS, Reports, Tasks, Installers, Policies, Computer Users, Notifications, Status Overview, and More. The main content area is titled "Status Overview" and contains several panels:

- Users:** "Create native users and configure their permissions to allow different levels of management in ESET Security Management Center. It's not recommended to use Administrator account created during installation." A yellow warning box indicates "Backup user not set up".
- Licenses:** "Licenses are essential to activate ESET Security Products and to enable updates for ESET Security Management Center. At least one entered license is needed to ensure ESAC. Server receives updates." A green checkmark indicates "Available licenses: 14".
- Mobile devices:** "Add mobile devices via email, link or QR code to groups in ESET Security Management Center. To enroll mobile devices you need to install Mobile Device Connector." A yellow warning box indicates "Managed mobile devices: 0".
- Computers:** "Add devices to groups in ESET Security Management Center to deploy ESET Management Agent." A green checkmark indicates "Available computers: 1" and "Rogue computers found: 0". A yellow warning box indicates "No synchronization task was found".
- Agents:** "ESET Management Agent is required for the management of computers and FSST products using ESET Security Management Center." A green checkmark indicates "No unmanaged computer was found".
- Server certificate:** A green checkmark indicates "Server certificate is valid".
- Help and Support:** "We encourage you to visit our [product help](#), [instructional videos](#) and the [ESET Knowledgebase](#) for more information about ESET Security Management Center. You can always access help in Web Console by clicking on the '?' icon in the top right."

Overlaid on the console is a white notification box with a green checkmark icon:

**✓ MSP Administrator is connected**

If you recently created new customers in MSP Administrator that are not yet visible in Security Management Center, you can trigger a check manually below.

**CHECK FOR NEW MSP CUSTOMERS**

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**🔔 New clients: 4**

New MSP customers were found in MSP Administrator. They are shown in the group tree and can be easily set up from there.

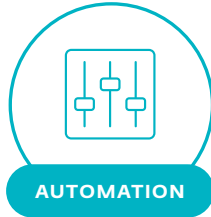
- 🏠 Woody Woodpecker Lumber
- 🏠 Roadlite Bus Corp
- 🏠 Smart Plumbing Inc.
- 🏠 Bright Smile Dental Clinic

**SKIP SETUP FOR ALL NEW MSP CUSTOMERS**

## Stay in control with ESET PROTECT

Cloud or On-prem management console, it's your choice. You get the same functionality in both. Situational visibility over all 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. With One account you can do it all - from Ordering, to management of your customers.





### 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, N-Able, 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.

## Get the most of your existing monitoring and management tool

ESET MSP Administrator portal has a **powerful** and well **documented** API, which provides you unlimited options of integrations, management and automation.



# 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.










# Tailored solution to easily mix and match

You can offer single-license solutions, covering the security of all major platforms. They are **easily scalable**, allowing you to add or remove seats every day at no extra cost.

## ESET PROTECT

Remote management platform available as **cloud-based** or **on-premises** deployment included in following subscriptions

Add layers of protection with our standalone products available for all listed solutions

	Security Management	Endpoint and Server Protection	Advanced Threat Defense	Full Disk Encryption	Mail Security	Cloud Application Protection	Detection and Response	Sharepoint Security	Endpoint Encryption	Authentication
 PROTECT ENTRY	•	•						•	•	•
 PROTECT ADVANCED	•	•	•	•				•	•	•
 PROTECT COMPLETE	•	•	•	•	•	•		•	•	•
 PROTECT ENTERPRISE <small>Coming 2022</small>	•	•	•	•			•	•	•	•
 PROTECT MAIL PLUS	•		•		•			•	•	•

Customize your solution of choice adding any product listed as standalone subscription.

# Rely on leading cybersecurity technology



## About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services to deliver comprehensive, multilayered protection against cybersecurity threats for businesses and consumers worldwide.

ESET has long pioneered machine learning and cloud technologies that prevent, detect and respond to malware. ESET is a privately owned company that promotes scientific research and development worldwide.

## ESET IN NUMBERS

**1bn+**

protected internet users

**400k+**

business customers

**200+**

countries & territories

**13**

global R&D centers

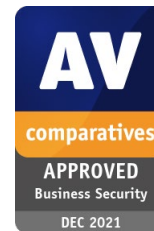
## Rely on leading cybersecurity technology

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](#)



# Rely on our dedicated and committed support and care



## It's third in row

Not only have we been awarded 'Champion' status three years in a row, but we also managed to improve our position compared to the 2020 matrix

[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.



In 2019, ESET was named a Gartner Peer Insights Customers' Choice for Endpoint Protection Platforms. 178 enterprise-grade users provide reviews that led to ESET Endpoint Security having an overall rating of 4.6 out of 5 as of 31 October 2019, considering integration deployment, service and support, evaluation and contracting, and product capabilities.

### 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**.

## FORRESTER®

ESET recognized as a sample vendor in **The Forrester Tech Tide™: Zero Trust Threat Detection And Response, Q2 2021** report.

# 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.

