REMOTE ADMINISTRATOR
PLUGIN FOR CONNECTWISE MANAGE

ENJOY SAFER TECHNOLOGY®
The ESET Remote Administrator Plug-in for ConnectWise Manage integrates critical information about ESET endpoint security products, resulting in more accurate billing and ticketing for security-related events.

**Benefits**

**Maximizes customer revenue**
Enhances billing accuracy, ensuring MSPs charge for the correct number of managed endpoints. If the PSA contract is set up to bill for a specific number of seats, our integration provides up-to-date information so the PSA contract can be updated and the customer can be billed properly. It helps ensure money “isn’t left on the table.”

**Improves productivity**
Helps MSPs realize billing opportunities quicker by tracking security events with dynamic ticketing based on endpoint status. Automatic ticket creation for a security event means an IT help desk technician doesn’t have to manually review security events in ERA and then manually enter a ticket in his or her PSA platform to reconcile the status.

**Saves time**
Integration with these PSA tools saves our MSPs management overhead. A survey of MSPs already using ESET indicated the following:
- 60% are using one or more PSA solutions in their business operations.
- 30% would save about an hour per day if they could manage endpoint security products directly from their PSA platform.
- 10% would save several hours per day if they could manage endpoint security products directly from their PSA platform.

**Features**

**Plug-in billing capabilities**
- Monitors and compares ESET endpoint seat counts against PSA agreements and issues billing adjustments as necessary.
- Maps ESET endpoint products to PSA services and ESET static computer groups to PSA customer contracts; allows MSPs to group ESET endpoints into existing groups and subgroups in the PSA database.
- Each ESET group corresponds with a customer account available in the PSA database for which a contract exists.
- Each ESET product corresponds to a recurring service.
- Records logs for adjustments made to customer agreements.

**Plug-in ticketing capabilities**
- Creates tickets for computers any time they join a Dynamic Group in ERA for conditions defined in the Dynamic Group template, such as “computers with out-of-date operating systems” or “computers that have not received virus signature database updates in the last 24 hours.”
- Maps ERA dynamic groups to PSA ticket categories/priorities.
- Tickets automatically issued with the appropriate category/priority, a status submitted, time stamp and relevant endpoint information.
- Records logs of all tickets issued and their current status.
System requirements

To use the ESET Remote Administrator Plug-in for ConnectWise Manage, your system should meet or exceed the following requirements:

Use with ESET Remote Administrator 5.3 or later

Supported operating systems:

Windows 7 and later non-server operating systems are supported.

Windows 2008 R2 and later server operating systems are supported.

.NET 4.5 framework is required for the ESET Remote Administrator Plug-in for ConnectWise Manage.