The ESET Remote Administrator Plugin for Tigerpaw integrates critical information about ESET endpoint security products, resulting in more accurate billing and ticketing for security-related events.}

**Benefits**

**MAXIMIZES CUSTOMER REVENUE**

Offer additional antimalware options to your network of managed clients. Replace existing solutions with ESET’s lightweight clients for low system resource usage and proactive detection of multiple threat vectors.

**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 PSA and then manually enter a ticket in their 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.

**SYSTEM REQUIREMENTS**

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 Plugin for Tigerpaw.

**Features**

**PLUGIN 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.

**PLUGIN 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.

**MAP ACCOUNTS, MAP ESET PRODUCTS TO SERVICES, MONITOR ADJUSTMENTS AND TRANSACTIONS, AND REVIEW PRIORITIES AND TICKETS.**