



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

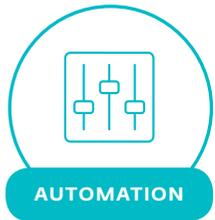
You’re in charge of your MSP business. **ESET MSP Administrator** is a self-managed tool that gives you maximum freedom and flexibility to add or remove seats, or make other administrative changes, in just minutes. Our reporting system lets you track license usage in real time and at granular, per-customer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

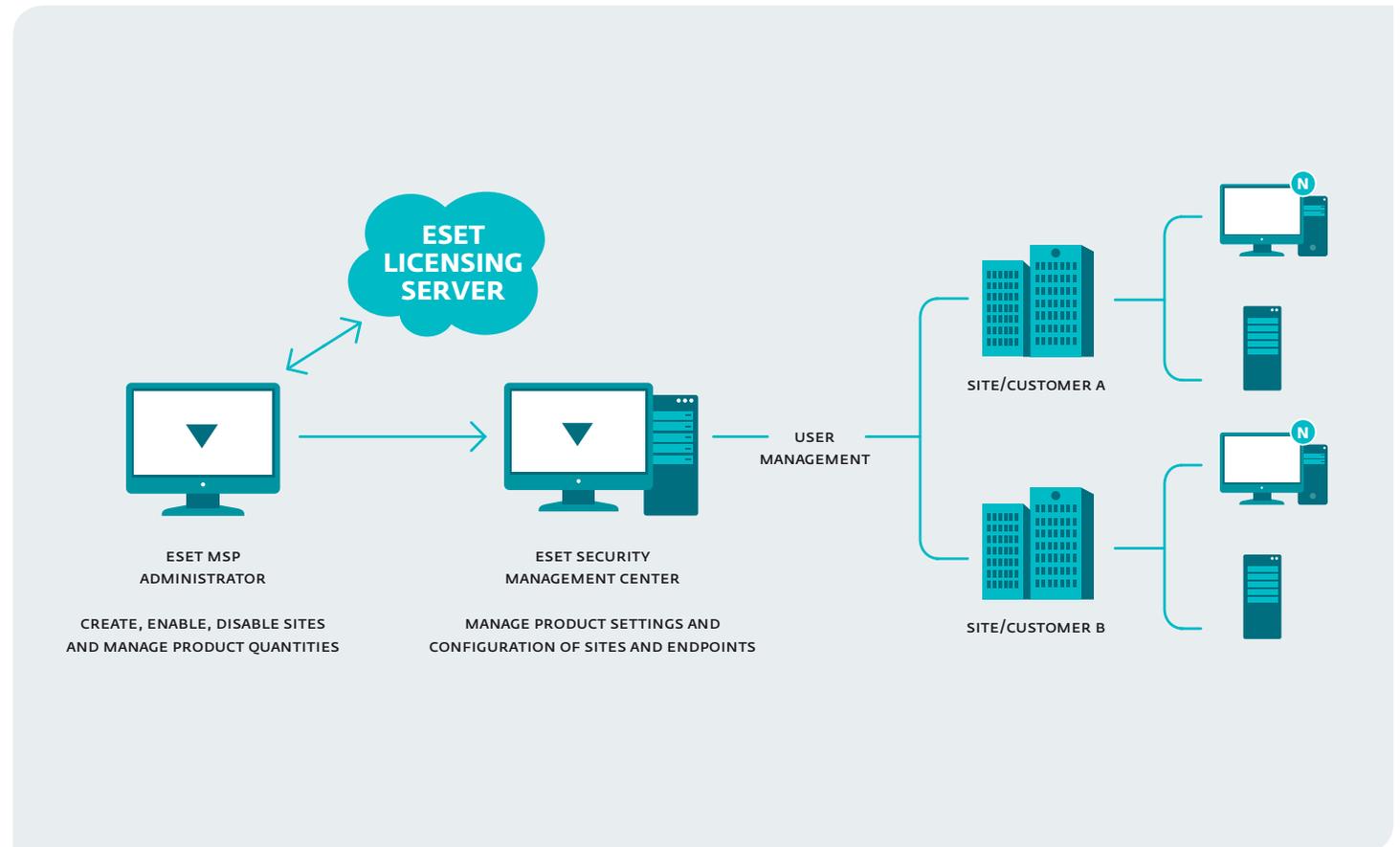
Daily billing, volume pricing

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.**

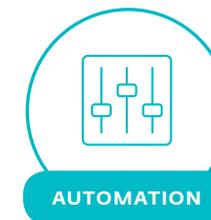


Synchronized client management

ESET MSP Administrator (EMA) is easy to access via the internet, anywhere. It uses **the same credentials as ESET Security Management Center to automatically synchronize 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



✔ 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

🔔 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.

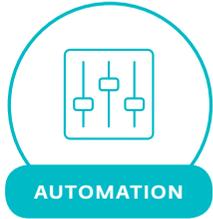
- 🔗 Woody Woodpecker Lumber
- 🔗 Roadlite Bus Corp
- 🔗 Smart Plumbing Inc.
- 🔗 Bright Smile Dental Clinic

SKIP SETUP FOR ALL NEW MSP CUSTOMERS

The screenshot shows the ESET Security Management Center interface. On the left is a navigation sidebar with options like Dashboard, Computers, Detections, Reports, Tasks, Installers, Policies, Computer Users, Notifications, Status Overview, and More. The main area displays a 'Status Overview' dashboard with several sections: Users (Backup user not set up), Licenses (Available licenses: 14), Mobile devices (Managed mobile devices: 0), Server certificate (valid), Computers (Available computers: 1, Rogue computers found: 0, No synchronization task was found), Agents (No unmanaged computer was found), and a 'New clients: 4' section which is highlighted by a callout box. The callout box contains the same text and buttons as shown above.

Stay in control with ESET Security Management Center

Gives you an overview of endpoint security status over all of your managed customers. Access installers, licenses, tasks and policies and other relevant details on a single screen, making filtering and sorting easy. Use the notification system features to get precisely the information alerts you want. **Multitenancy allows you to manage multiple customers from a single server**, while ensuring that customers who require access to the same management console cannot see the data of your other customers. ESET Security Management Center 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, ESMC 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 ESMC, as well as to automatically generated customer reports.

YOUR LOGO		Installed applications	
Generated at			
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.



Offer your customers a full portfolio of security products



Rely on leading cybersecurity

We're combining the "best of all worlds" — **machine learning and behavior-based detection** with advanced DNA signatures and cloud-based reputation system, all **backed by human expertise** of our researchers. This lets us 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.

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

Give customers an additional line of defense

Encryption and two-factor authentication are important elements in 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.



Rely on our dedicated and committed support and care



Canalys rates ESET as a Champion for ongoing improvements in channel processes, ease of doing business and making sustainable investments in the future of our channel models.

[read more](#)

Complimentary technical support

[Free US-based support](#) along with free deployment and upgrade service ensures that you are set up for success.

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 and marketing support

Dedicated sales and marketing support to help you reach your goals. Access to MDF, co-marketing materials and sales expertise [to get your business to the next level.](#)

Get started today

Our team of onboarding specialists work with each MSP partner to optimize their individual environment. [Contact us today to get started.](#)

Get the most from a security partnership designed for you

MSP-customized environment

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

Optimized solutions that save your time

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

Enhanced growth potential for your business

- ✓ 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.

JOIN OUR MSP PROGRAM

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