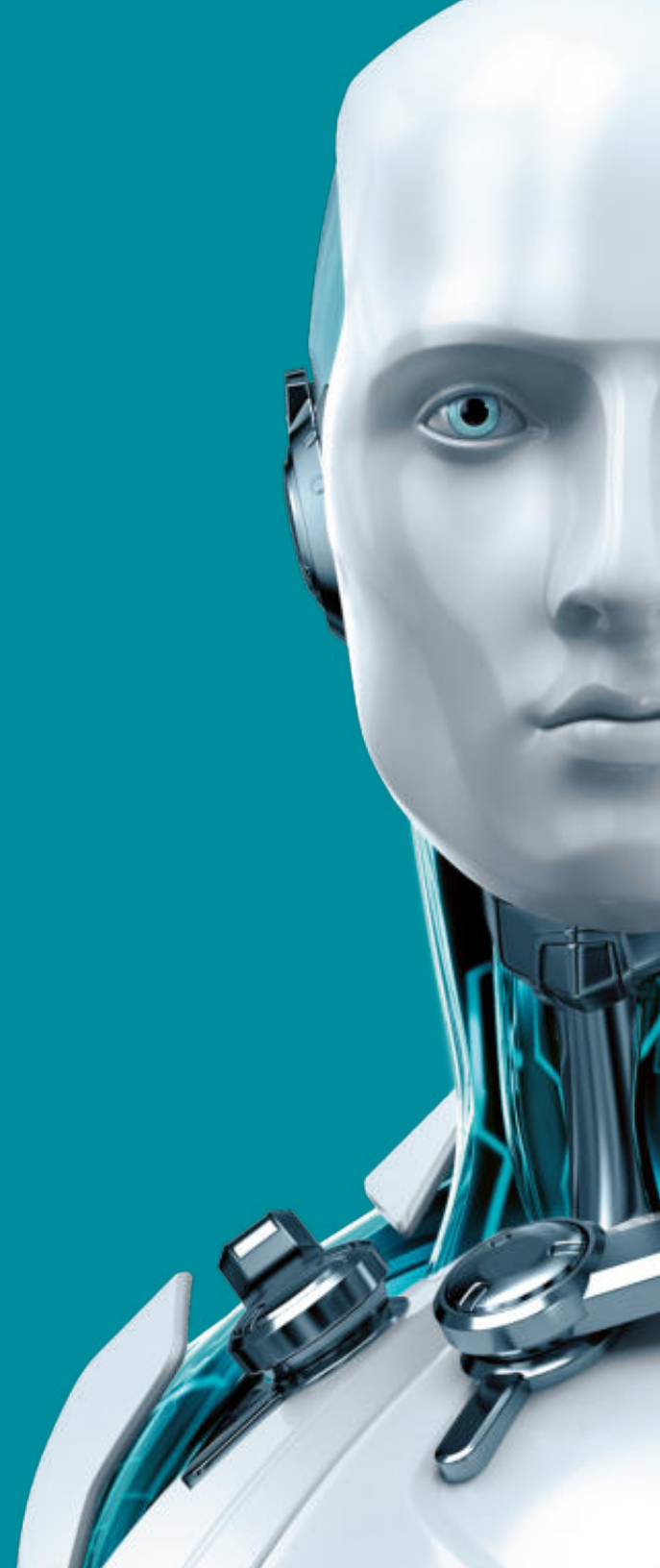# ESET®

MSP PROGRAM

Grow your business with our trusted IT security

BUSINESS

ENJOY SAFER TECHNOLOGY®

Why ESET

We've focused solely on IT security for 30 years

We have a long track record. ESET's founders were among the first in the world to develop antivirus software, in 1987.

Over 25 years later, ESET has expanded to deliver a wide range of solutions to meet the IT security needs of our customers. As we continue to evolve and grow, our focus remains constant: We do IT security and nothing else.

We have always produced stable, effective products and have been ranked consistently by independent testers as one of the best-performing IT security solutions providers.

We operate globally in more than 200 countries

ESET has a sales presence in 180 countries worldwide— which means we can offer a localized approach and local tech support.

Our partners around the world are outstanding. They understand the markets you operate in, the problems you face, and the opportunities you are trying to make the most of—just ask them for examples of the companies they have helped.

Our software is easy to use, and won't slow down your hardware

ESET's endpoint and server security solutions are renowned for their light system footprint and ease of use. They're designed to let your systems run at full speed and enable you to grow your business without the distractions of day-to-day threat management.

In a TechValidate survey of more than 1,200 ESET users, 81% of our customer said that ESET's light system footprint was one of the factors that led them to choose our solution; 64% mentioned ease of management using our ESET Remote Administrator console.

We help you make the most of your business

Our promise is to ensure that you can Enjoy Safer Technology. Our first priority is to make sure your information technology is always secure. In a TechValidate survey of our customers, more than half (56%) said that one of the main benefits of using ESET was that it freed IT resources to pursue other projects.

With rapid ROI, our solutions pay for themselves

Investing in IT security is essential, given the potential costs to your business of a digital intrusion – in terms of physical and reputational damage, not to mention the costs of recovery. But how quickly should your investment pay off?

Our customers say that ESET solutions deliver rapid ROI: In a TechValidate survey of more than 550 ESET customers, almost two-thirds said they saw a return on their investment in less than 6 months, and 94% reported that the solution had paid for itself within one year.

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Why ESET

Our technology is among the best in the world

ESET has consistently led the industry in malware detection for more than 30 years. ESET uses multilayered technologies that go far beyond the capabilities of basic antivirus. This approach includes machine learning, sandboxing, heuristics, behavioral analysis and more. Not only does this protection stop ordinary malware, but zero-day threats, ransomware and fileless malware.

ESET has been a part of VB's comparative tests since the very beginning, way back in the late nineties, and their products continue to put in excellent performances time after time. We congratulate the team at ESET on a unique run of success over the last ten full years, not failing or even missing a single test in all that time.

John Hawes, Technical Consultant and Test Team Director at Virus Bulletin

Customers love our business solutions

We have more than 100 million users worldwide. Our customers consistently pay tribute to our products and our industry-leading customer support.

ESET delivers everything you need in an anti-malware package: great detection rates, small footprint and centralized management. This, combined with the expert support and training the company provides, makes ESET our chosen supplier for protecting our customers' systems.

Andy Miller
Managing Director, Miller Solutions (IT), United Kingdom

It does what it promised to do, at reasonable cost. I like it. We have renewed it 5 times already, which speaks for itself.

Adrian Dooley
Head of IT, Pinewood Healthcare, Ireland

Sagiss is able to reclaim multiple hours from virus and malware remediation by using a solid AV product that stops the threat before it has a chance to inflict damage.

Stephen, NOC Manager, Sagiss LLC (Managed Service Provider)

Outstanding company, superb technical support, provides strong threat protection and central management.

Dave—Manager of IT—Deer Valley Unified School District

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The only vendor with record-breaking protection

World Record Holder—100 Awards by VB100

ESET has the longest unbroken run of VB100 awards for malware detection of any IT security vendor. We've been excelling at VB100 tests since May 1998. More than 13 Year of Consecutive VB100 Awards, Industry record. Total number of Awards: 107 as of December 2017.

Return on investment

ESET holds the top mark for spam detection, as awarded by Virus Bulletin.

Detection

ESET received the "Advanced+" award in the AV-Comparatives Real-World Protection Test.

Speed

ESET is the leader in delivering the lowest system-resource consumption, according to testing authority AV-Comparatives.

Overall excellence

ESET Endpoint Security earned five out of five stars in every category in a July 2017 SC Magazine review.

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Customer stories

" We were most impressed with the support and assistance we received. In addition to being a great product, the excellent care and support we got was what really led us to move all of Primoris' systems to ESET as a whole.

Joshua Collins, Data Center Operations, Manager,
Primoris Services Corporation

" Our clients experienced better security, and we cut our infected PC count by over 75 percent.

Rich—Executive Vice President/CTO—Dynamic Computer Solutions of Topeka, Inc.
(Managed Service Provider)

" I thought it was normal that security software installed on PCs caused slowdowns. But ESET is very much different. It does its job in the background without us even noticing.

Hirokazu Minoguchi, IT Division Expert, Mitsubishi Motors

" Since the installation of ESET, we've seen virtually no performance issues, and more CPU time is now available to applications and users on servers.

Christian Jandl, Systems-Engineer, SPAR

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What our MSP partners say

❝ *We needed a managed security solution for our customers which guarantees the best security, consumes minimum resources and does not impact the device's performance. ESET exceeds our expectations with their security portfolio. Their solutions are fast, stable and easy to install.*

Ronald Niekoop, System Engineer, Vancis

❝ *We can always count on ESET for low support burden and licensing with daily billing and monthly invoicing, which only adds to the efficiencies we are looking for.*

Gregory Peth, Company Manager, IP-System

❝ *The MSP monthly usage-based licensing model gives us and our customers the possibility to expand whenever needed.*
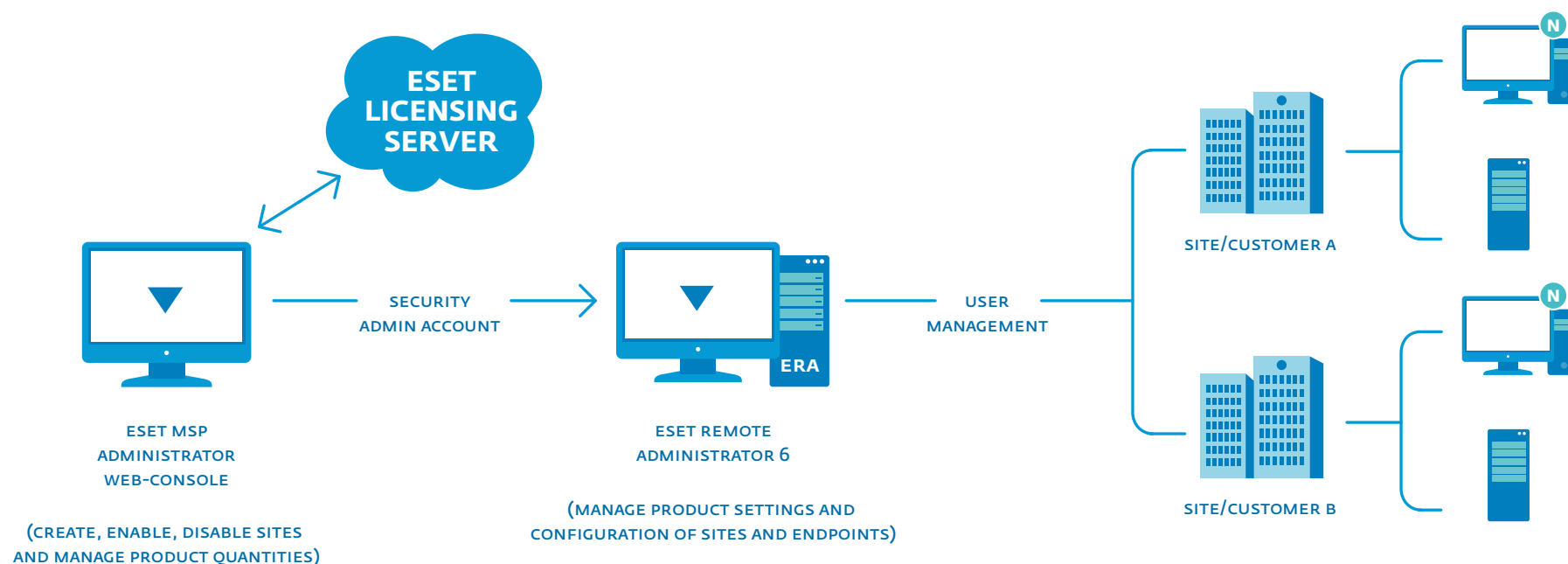
Emile Schouwstra, Director, Detron Cloud Services

Grow your business with ESET MSP Progam

Join ESET's MSP Program and enjoy the advantages of working with a trusted industry leader that offers outstanding products and a rapidly growing customer base. The more you sell, the better the price we can offer you. Our reporting systems let you track your performance clearly and easily, and you can manage the numbers on each license without having to contact us each time there's a change.

Take advantage of volume pricing

Increase profits thanks to our tier-based pricing based on aggregation of all the clients you cover.
The more licenses you sell, the better unit price you get.

Enjoy daily billing, monthly invoicing

Add new seats in real-time, any time. Each month, we only invoice you for the exact number of seat-days ordered.
You pay only for licenses your customers actually utilize without the need for upfront investment.

Be in the know with detailed reporting

Always have a clear overview of the number of licenses you use for every single site, as well as aggregated totals
—to aim for the higher tier.

Get up to speed fast on the ESET product line

Take advantage of trainings, certifications, local tech support and premium support to get up to speed fast.
Tap into ESET's multi-platform coverage, from endpoints to servers and virtual systems.

Get new customers onboard fast

You can offer your potential customers free trials of ESET business products for up to 90 days
—and there's no charge to you, either.

Stay independent

Manage your licenses through self-service ESET MSP Administrator web-interface.
Add or remove seats or make other administrative changes in seconds, without having to contact ESET.

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How does ESET MSP Program work?

Use one Security Admin Account for license as well as network management.

ESET LICENSING SERVER

SECURITY ADMIN ACCOUNT

ERA

USER MANAGEMENT

SITE/CUSTOMER A

SITE/CUSTOMER B

ESET MSP ADMINISTRATOR WEB-CONSOLE

(CREATE, ENABLE, DISABLE SITES AND MANAGE PRODUCT QUANTITIES)

ESET REMOTE ADMINISTRATOR 6

(MANAGE PRODUCT SETTINGS AND CONFIGURATION OF SITES AND ENDPOINTS)
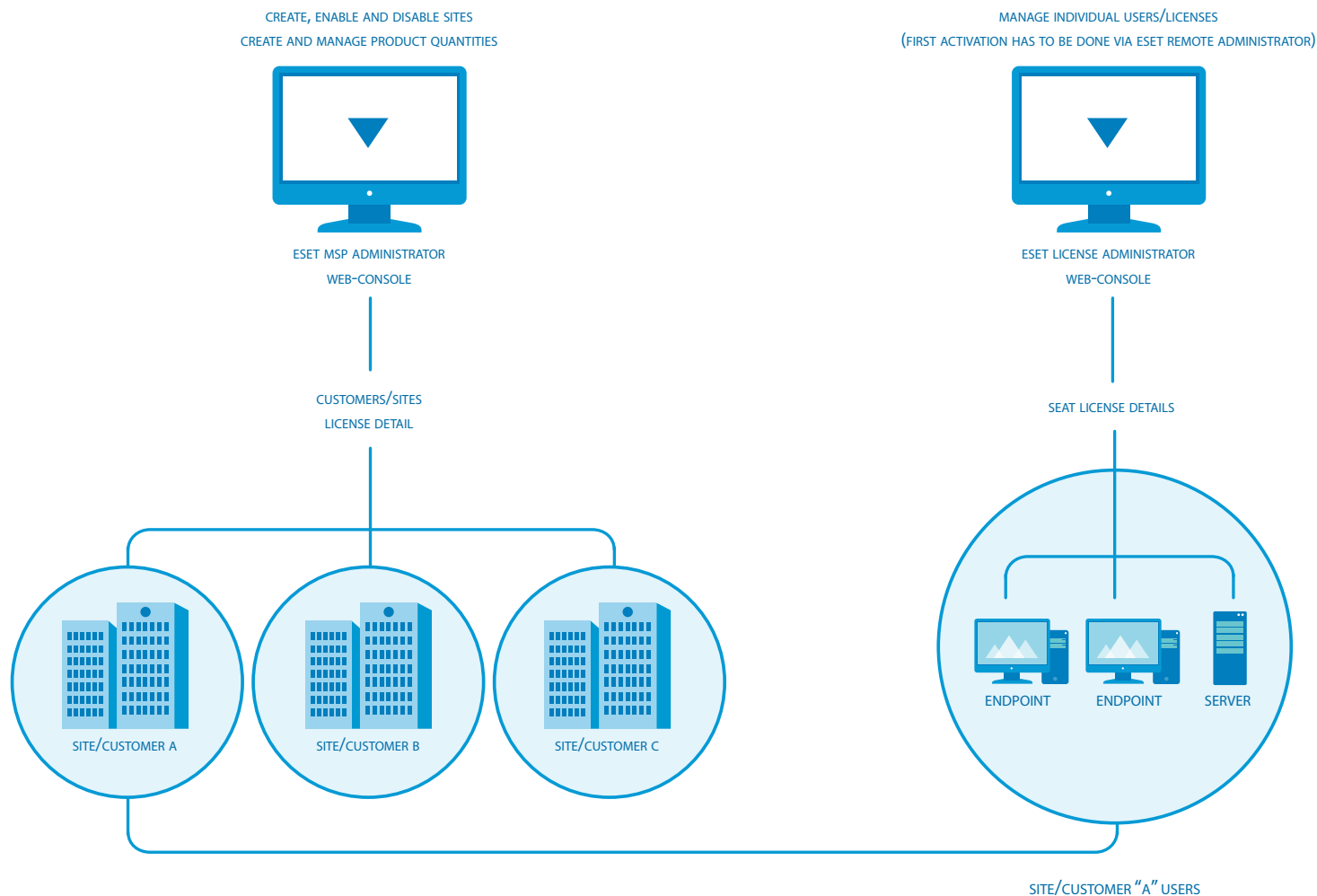
ESET ENJOY SAFER TECHNOLOGY®

License Management

Thanks to ESET MSP Administrator, you can change the number of seats on each license, activate and disable individual products or licenses, and track license usage in real time—without any need to contact ESET.
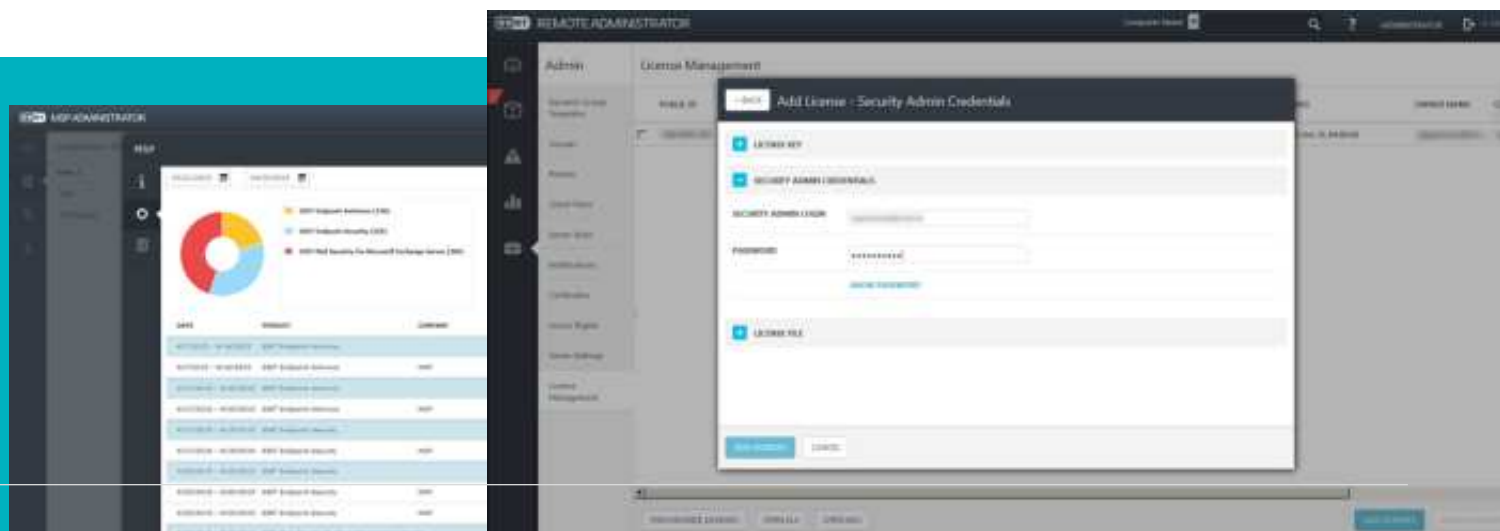
Manage all your licenses in a snap	Manage all your sites from a single web-based ESET MSP Administrator for instant overview of all licenses and the entire portfolio of ESET products.
Enjoy streamlined authentication and update procedures	Smooth and transparent license updates and authentication means that end users no longer need to provide usernames, passwords or any other license information. The activation and updating is handled automatically in the background.
Add and remove licenses at will	With ESET MSP Administrator, you can activate, disable or even terminate any product, license or specific site.
Keep your license records private	There will only be one license key for your account, which will be invisible to your customers. Moreover, there is no need to share any license credentials with customers at all.
Always in control of your licenses, easily	The license information handled via ESET MSP Administrator is automatically synced with ESET Remote Administrator - no need to install dedicated utilities or plugins to keep all the information on hand.
Track licenses down to the last seat	Require more detailed information and management of all your licenses? Drill down to seat-level detail with web-based ESET License Administrator.
Activate products easily	Activate multiple products at once with ESET Endpoint Protection Standard and ESET Endpoint Protection Advanced.

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License Management

CREATE, ENABLE AND DISABLE SITES
CREATE AND MANAGE PRODUCT QUANTITIES

MANAGE INDIVIDUAL USERS/LICENSES
(FIRST ACTIVATION HAS TO BE DONE VIA ESET REMOTE ADMINISTRATOR)

ESET MSP ADMINISTRATOR
WEB-CONSOLE

ESET LICENSE ADMINISTRATOR
WEB-CONSOLE

CUSTOMERS/SITES
LICENSE DETAIL

SEAT LICENSE DETAILS

SITE/CUSTOMER A

SITE/CUSTOMER B

SITE/CUSTOMER C

ENDPOINT

ENDPOINT

SERVER

SITE/CUSTOMER "A" USERS

Please visit eset.com for more information

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Stay in control with remote administration

A comprehensive administration web-console gives you a perfect overview of security across networks/sites. Manage endpoints, servers and mobiles.

Remote management that delivers
A single console allows to you review and control IT security for your customers.

One console, multiple sites
The multi-tenancy functionality allows MSPs to manage multiple customers from a single server without customers being able to see each other's data.

All installers in one place
See all the product installers for different customers, user groups, licences, etc., in one screen for easy filtering and sorting.

Customizable for MSPs
MSPs can add their logos to customize their instance of ESET Remote Administrator, as well as generate reports with customized headers.

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Simplify operations with MSP plugins

Manage ESET security products from Remote Monitoring & Management (RMM) console—no need to log in to ESET Remote Administrator for daily operations. In addition, you can take advantage of our robust remote administration API.

ESET constantly works on adding new plug-ins to our already existing ones for:

ESET Remote Administrator Plug-in for Kaseya	**ESET Remote Administrator Plug-In for Connectwise Automate**	**ESET Remote Administrator Plug-in for Tigerpaw**	**ESET Remote Administrator Plug-in for Autotask**	**ESET Remote Administrator Plug-in for ConnectWise**	**ESET Remote Administrator Plug-in for Salesforce**

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ESET security solutions available in MSP Program

	ENDPOINT ANTIVIRUS	MOBILE SECURITY	FILE SECURITY	ENDPOINT SECURITY	REMOTE MANAGEMENT
ESET ENDPOINT PROTECTION STANDARD	▇	▇	▇		▇
ESET ENDPOINT PROTECTION ADVANCED	▇	▇	▇	▇	▇

ESET Endpoint Antivirus

ESET Endpoint Antivirus for Windows

ESET Endpoint Antivirus for macOS

ESET NOD32 Antivirus Business Edition for Linux Desktop

Mobile Security

ESET Endpoint Security for Android

ESET Mobile Device Management for Apple iOS

File Security

ESET File Security for Microsoft Windows Server

ESET File Security for Microsoft Windows Server Core

ESET File Security for Linux / FreeBSD

ESET Endpoint Security

ESET Endpoint Security for Windows

ESET Endpoint Security for macOS

On top of the above, you can also offer the following as standalone products as part of the ESET MSP Program:

Mail Security

ESET Mail Security for Microsoft Exchange Server

ESET Mail Security for IBM Lotus Domino

ESET Mail Security for Linux/FreeBSD

Collaboration

ESET Security for Microsoft SharePoint Server

Virtualization Security

ESET Virtualization Security for VMware NSX

ESET Virtualization Security for VMware vShield

ESET Shared Local Cache

Gateway Security

ESET Gateway Security for Linux/FreeBSD

Please visit **eset.com** for more information

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