



MSP PROGRAM

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.

Progress. Protected.

Placing you at the center



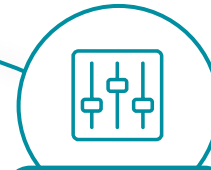
INTEGRATION

Use our dedicated plugins for major RMMs or utilize our powerful API



FLEXIBILITY

Upgrade and adjust license volumes any time via the self-service console



AUTOMATION

Efficient security management via cloud-based multitenant console



PROFIT

Earn more with tier-based volume pricing and daily billing



MODULARITY

Cover all platforms with top-rated protection



TRUST

Win your clients' trust by implementing our award-winning technology



SUPPORT

Rely on our dedicated support in your language

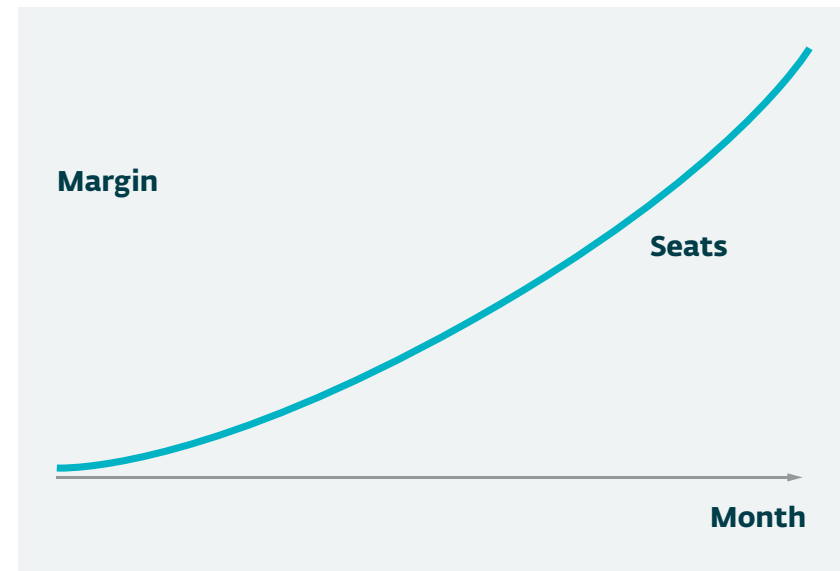
Operate independently, with simple license management

Flexibility with self-service

You're in charge of your MSP business. The 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 a granular, per-customer-per-day level. At the same time, you can monitor your performance at any time during the month. **With the ESET MSP Administrator, you can perform all ordering and licensing operations without the need to wait for approval, and without having to contact ESET.**

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.**



The more you sell, the more you earn. Higher sales attract higher discounts, meaning higher profits.

AUTOMATION

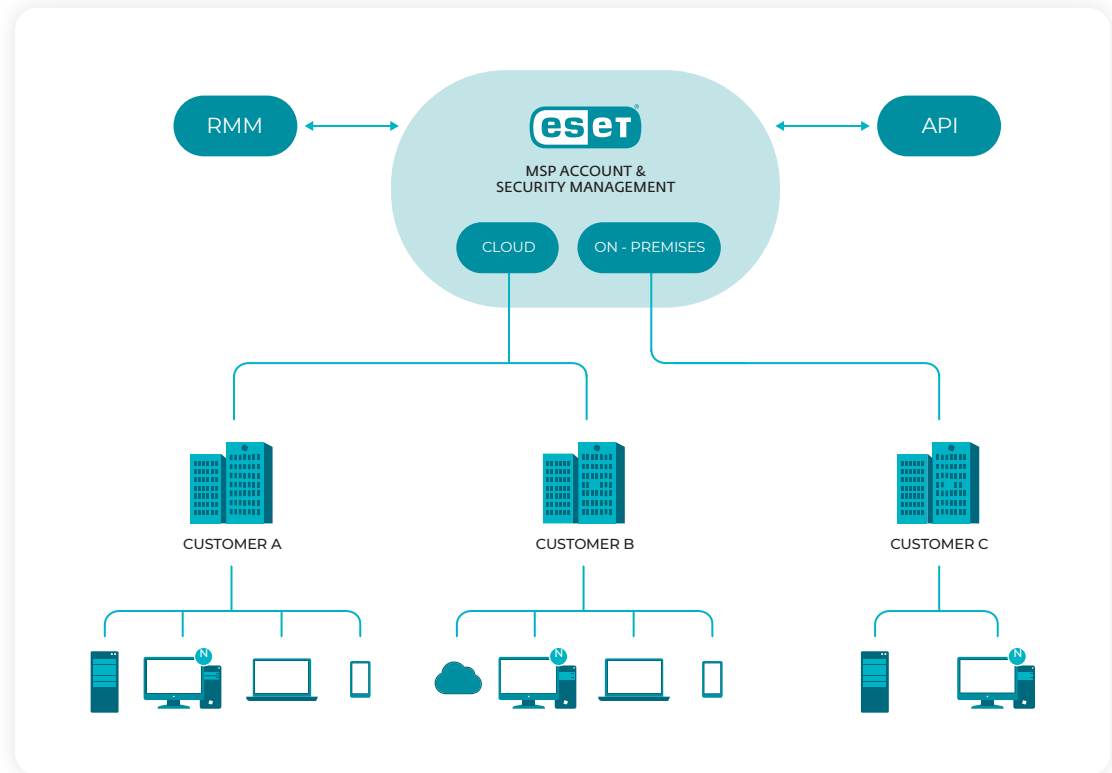
Synchronized client management

The **ESET MSP Administrator (EMA)** is easy to access via the internet, anywhere.

It is closely integrated with the **ESET PROTECT Platform** via a single sign-on, automatically synchronizing your customer structure, which greatly speeds up the onboarding of new customers. In addition, the EMA features a powerful API, allowing seamless integration with your existing business systems for simple license creation/changes.

THE ESET MSP ECOSYSTEM

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



Automate easily, with our multitenant console

Stay in control with the ESET PROTECT Platform

ESET's unified cybersecurity platform integrates balanced breach prevention, detection and response capabilities, and provides superior network visibility and extended detection and response (XDR) capabilities.

Choose cloud or on-premises management:

either is available via the ESET PROTECT Console, allowing you to enjoy situational visibility over all your managed customers, and access installers, tasks, policies and other relevant data—making filtering and sorting easy. Simplify your daily routine by customizing your reports and alert notifications.

Multitenancy allows you to manage multiple customers from the same console

while ensuring that customers who require access cannot see the data of your other customers. A single ESET account allows you to manage everything, from ordering to customer provisioning.

The screenshot displays 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' (with a warning 'Backup user not set up'), 'Licenses' (with a checkmark 'Available licenses: 14'), 'Mobile devices' (with a warning 'Managed mobile devices: 0'), 'Computers' (with checkmarks for 'Available computers: 1' and 'Rogue computers found: 0', and a warning 'No synchronization task was found'), and 'Agents' (with a checkmark 'No unmanaged computer was found.'). A 'Help and Support' section is at the bottom right. A large white callout box is overlaid on the right side, containing a green checkmark and the text 'MSP Administrator is connected'. Below this, it says '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.' and includes a blue button 'CHECK FOR NEW MSP CUSTOMERS'. Further down, it says 'New clients: 4' and 'New MSP customers were found in MSP Administrator. They are shown in the group tree and can be easily set up from there.' followed by a list of client names: 'Woody Woodpecker Lumber', 'Roadlite Bus Corp', 'Smart Plumbing Inc.', and 'Bright Smile Dental Clinic'. At the bottom of the callout is a blue button 'SKIP SETUP FOR ALL NEW MSP CUSTOMERS'.

More than security management

Thanks to its agent-based infrastructure, the ESET PROTECT Platform 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 into 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

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

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.

Get the most of your existing monitoring and management tool

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



Offer your customers a full portfolio of security products

Multi-layered security

ESET delivers multilayered threat prevention, backed up by powerful detection and response.

It's a balanced approach that empowers your customers to thrive.

Our approach is embodied by the ESET PROTECT Platform, which provides superior network visibility and **extended detection and response (XDR) capabilities**.

Additionally, you can strengthen your security portfolio with our [Cloud Office Security](#) solution, which provides antimalware, antispam and [antiphishing](#) for Microsoft 365 Exchange online email and OneDrive cloud storage.

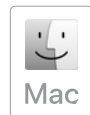
Reduced risks

ESET Vulnerability & Patch Management allows you to help your customers implement strong patch management practices, reduce their risk profile and adopt a stronger long-term security posture.

This capability means your clients need not implement their own patch management solution, but can instead use ESET's capability to deploy automation, triage critical alerts, schedule auto-deployments, use patch testing, and adapt to user delays.

Stronger data protection

Encryption and two-factor authentication are important elements of data security. They're not only crucial tools for legislative compliance (e.g. GDPR) but also provide extra protection against data breaches. ESET offers both, with a range of easy-to-install products and add-ons.



MODULARITY

The tailored solution that you can easily mix and match

Get the level of protection that's right for your customers by selecting the ESET PROTECT tier that matches your needs and theirs. A single license covers the security of all major operating systems and devices.

The tiers are *easily scalable*, allowing you to add or remove seats every day at no extra cost.

	Console	Modern Endpoint Protection	Server Security	Advanced Threat Defense	Full Disk Encryption	Mail Security	Cloud Application Protection	Vulnerability & Patch Management	Detection and Response	Authentication	Endpoint Encryption	Sharepoint Security
 PROTECT ENTRY	●	●	●							○	○	○
 PROTECT ADVANCED	●	●	●	●	●					○	○	○
 PROTECT COMPLETE	●	●	●	●	●	●	●	●		○	○	○
 PROTECT ENTERPRISE	●	●	●	●	●				●	○	○	○
 PROTECT ELITE	●	●	●	●	●	●	●	●	●	●	○	○
 PROTECT MAIL PLUS	●	●		●		●				○	○	○

included ●
optional ○

Add layers of protection with our optional solutions available for all listed tiers

Rely on leading cybersecurity technology

WHEN TECHNOLOGY ENABLES PROGRESS, ESET® IS HERE TO PROTECT IT.

ESET brings over 30 years of technology-driven innovation and provides the most advanced cybersecurity solutions on the market. Our modern endpoint protection is powered by unique ESET LiveSense® multilayered security technologies, combined with the continuous use of machine learning and cloud computing. Backed by the world's best threat intelligence and research, ESET products offer the perfect balance of prevention, detection and response capabilities. With high usability and unparalleled speed, we are dedicated to protecting the progress of our customers, ensuring maximum protection.

ESET IN NUMBERS

1bn+
protected
internet users

195
countries and
territories

400k+
business
customers

13
global R&D
centers

RECOGNITION



ESET received the Business Security APPROVED award from AV - Comparatives in the Business Security Test in December 2022.



ESET consistently achieves top rankings on the global G2 user review platform and its solutions are appreciated by customers worldwide.



ESET has received the AAA award in the Enterprise Endpoint Security test from SE Labs, Q4 2022.

Rely on our dedicated and committed support and care

Support in your local language

Our local experts are at your side when you need them. All partners receive dedicated support based in their 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.

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.



ESET is recognized for over 700 reviews collected on Gartner Peer Insights.



Not only have we been awarded 'Champion' status four years in a row, but we have also managed to improve our position compared to the 2021 matrix

[read more](#)

© 2022 Gartner, Inc. Gartner® and Peer Insights™ are trademarks of Gartner, Inc. and/or its affiliates. All rights reserved. Gartner Peer Insights content consists of the opinions of individual end users based on their own experiences, and should not be construed as statements of fact, nor do they represent the views of Gartner or its affiliates. Gartner does not endorse any vendor, product or service depicted in this content nor makes any warranties, expressed or implied, with respect to this content, about its accuracy or completeness, including any warranties of merchantability or fitness for a particular purpose.

Get the most from a security partnership designed for you

MSP-customized environment

- ✓ 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
- ✓
- ✓

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
- ✓ Access to XDR-enabling component

TAILOR YOUR OFFER WITH ESET, AND WIN YOUR CUSTOMERS' TRUST

With ESET's multilayered, award-winning security technology and its low system footprint, you easily fulfill your SLAs and keep your customers' networks safe.

[JOIN ESET MSP PROGRAM](#)

ESET North America

610 W. Ash Street,
Suite #1700
San Diego, CA 92101

partnerservices@eset.com
(619) 876-5489

www.eset.com

© 1992–2023 ESET, spol. s r.o. – All rights reserved. Trademarks used herein are trademarks or registered trademarks of ESET, spol. s r.o. or ESET North America. All other names and brands are registered trademarks of their respective companies.