



# REMOTE ADMINISTRATOR

PLUGIN FOR CONNECTWISE MANAGE

CYBERSECURITY  
EXPERTS ON YOUR SIDE

# 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 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.

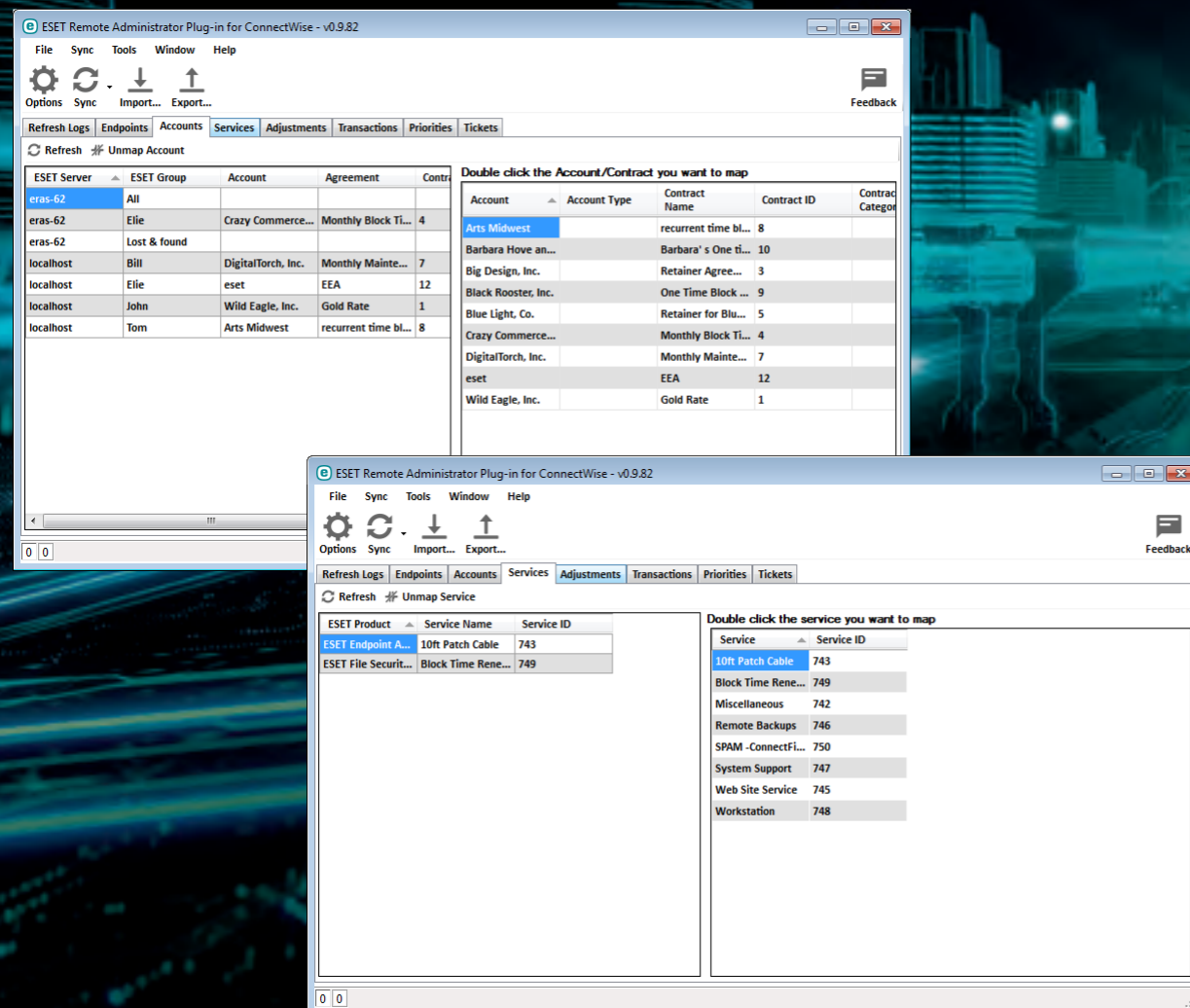
# Features

## 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.



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.

## SYSTEM REQUIREMENTS

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

### ESET Remote Administrator 6.3 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.

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

ESET Remote Administrator Plug-in for ConnectWise - v0.9.82

File Sync Tools Window Help

Options Sync Import... Export... Feedback

Refresh Logs Endpoints Accounts Services Adjustments Transactions Priorities Tickets

Refresh

Account	Agreement	Service	ESET count	ConnectWise count	Adjustment	Contract ID	Service ID
Arts Midwest	recurrent time bl...	Remote Backups	0	1	-1	8	746
Big Design, Inc.	Retainer Agree...	Remote Backups	0	1	-1	3	746
Blue Light, Co.	Retainer for Blu...	10ft Patch Cable	0	1	-1	5	743
Crazy Commerce...	Monthly Block Ti...	10ft Patch Cable	2	0	2	4	743
Crazy Commerce...	Monthly Block Ti...	Block Time Rene...	1	0	1	4	749
eset	EEA	10ft Patch Cable	1	0	1	12	743
Wild Eagle, Inc.	Gold Rate	Block Time Rene...	1	0	1	1	749

ESET Sync in 1h 59m 58s PSA Sync in progress

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Refresh

Transaction Date	Account	Agreement	Contract ID	ESET Product	Adjustment	Result
11/30/2015 11:2...	Wild Eagle, Inc.	Gold Rate	1	ESET File Secur...	1	INSERTED
11/30/2015 11:2...	eset	EEA	12	ESET Endpoint A...	1	INSERTED
11/30/2015 11:2...	Crazy Commerce...	Monthly Block Ti...	4	ESET Endpoint A...	2	INSERTED
11/30/2015 11:2...	Crazy Commerce...	Monthly Block Ti...	4	ESET File Secur...	1	INSERTED
11/30/2015 11:2...	Blue Light, Co.	Retainer for Blu...	5	ESET Endpoint A...	0	DELETED

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Account	Agreement	Service	ESET count	ConnectWise count	Adjustment	Contract ID	Service ID
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## ESET IN NUMBERS

**110m+**  
users  
worldwide

**400k+**  
business  
customers

**200+**  
countries  
& territories

**4000+**  
MSPs  
worldwide