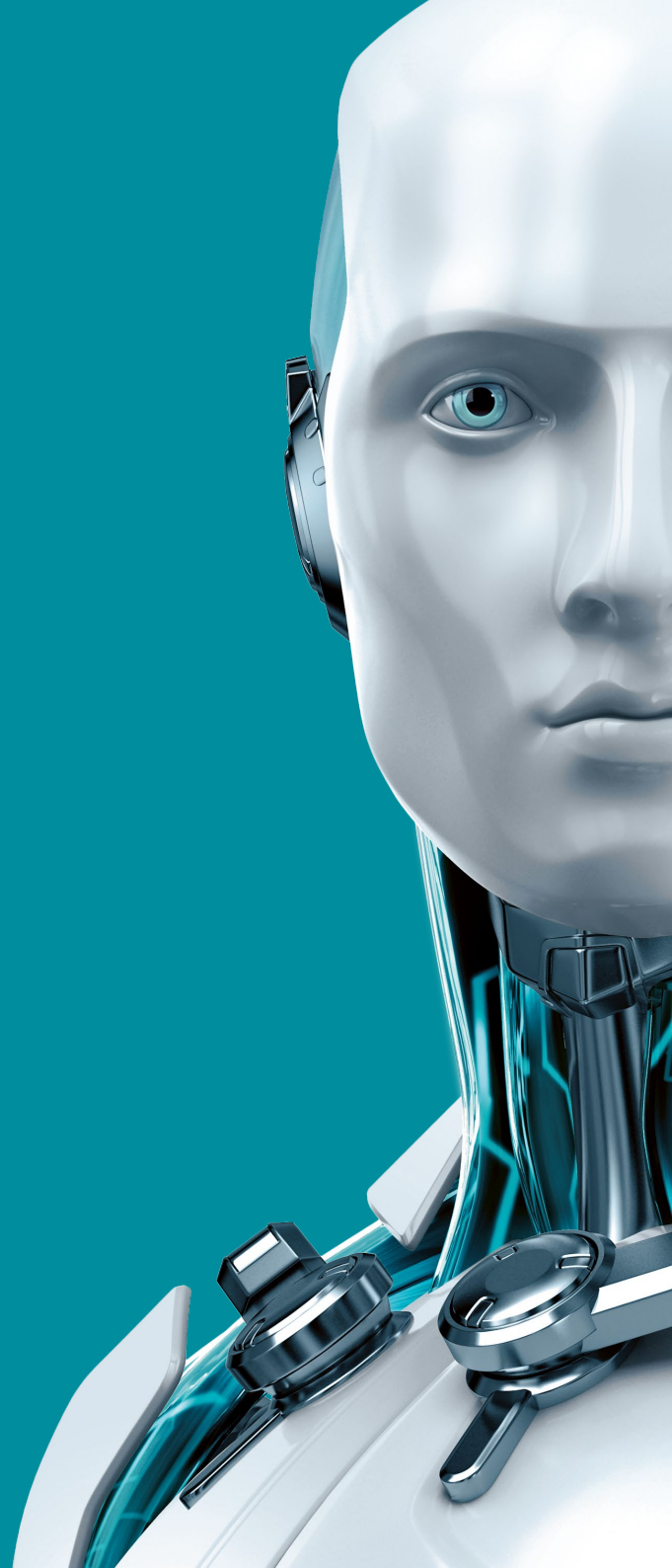
MSP PROGRAM

ESET Remote Administrator Plugin for Salesforce

BUSINESS

ENJOY SAFER TECHNOLOGY™



MSP PROGRAM

ESET REMOTE ADMINISTRATOR PLUGIN FOR SALESFORCE

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

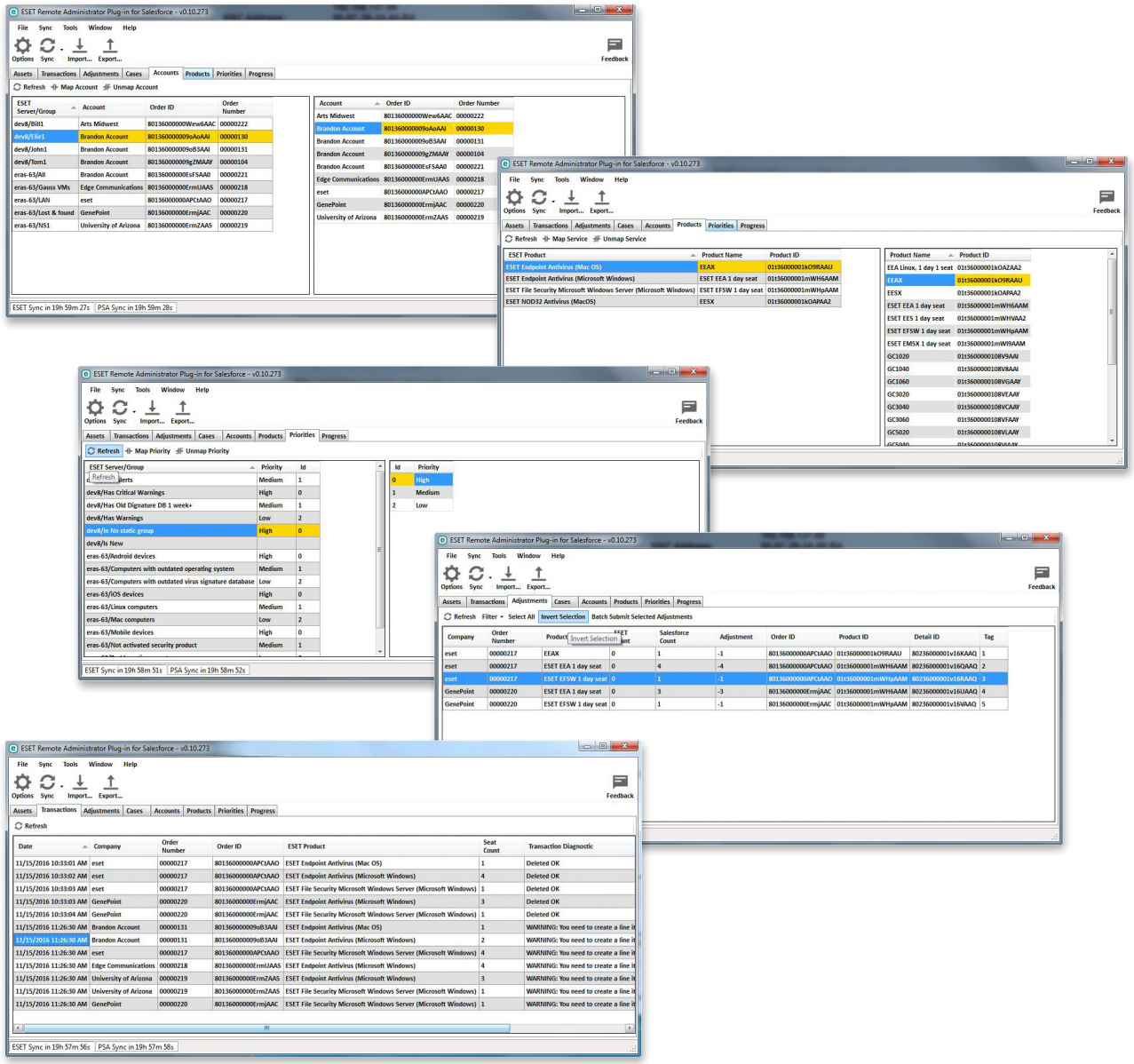
Benefits

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 his or her 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.

Map accounts, map ESET products to services, monitor adjustments and transactions, and review priorities and tickets.



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
- Windows Server 2016

.NET 4.6 framework is required for the ESET Remote Administrator Plugin for Salesforce.

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