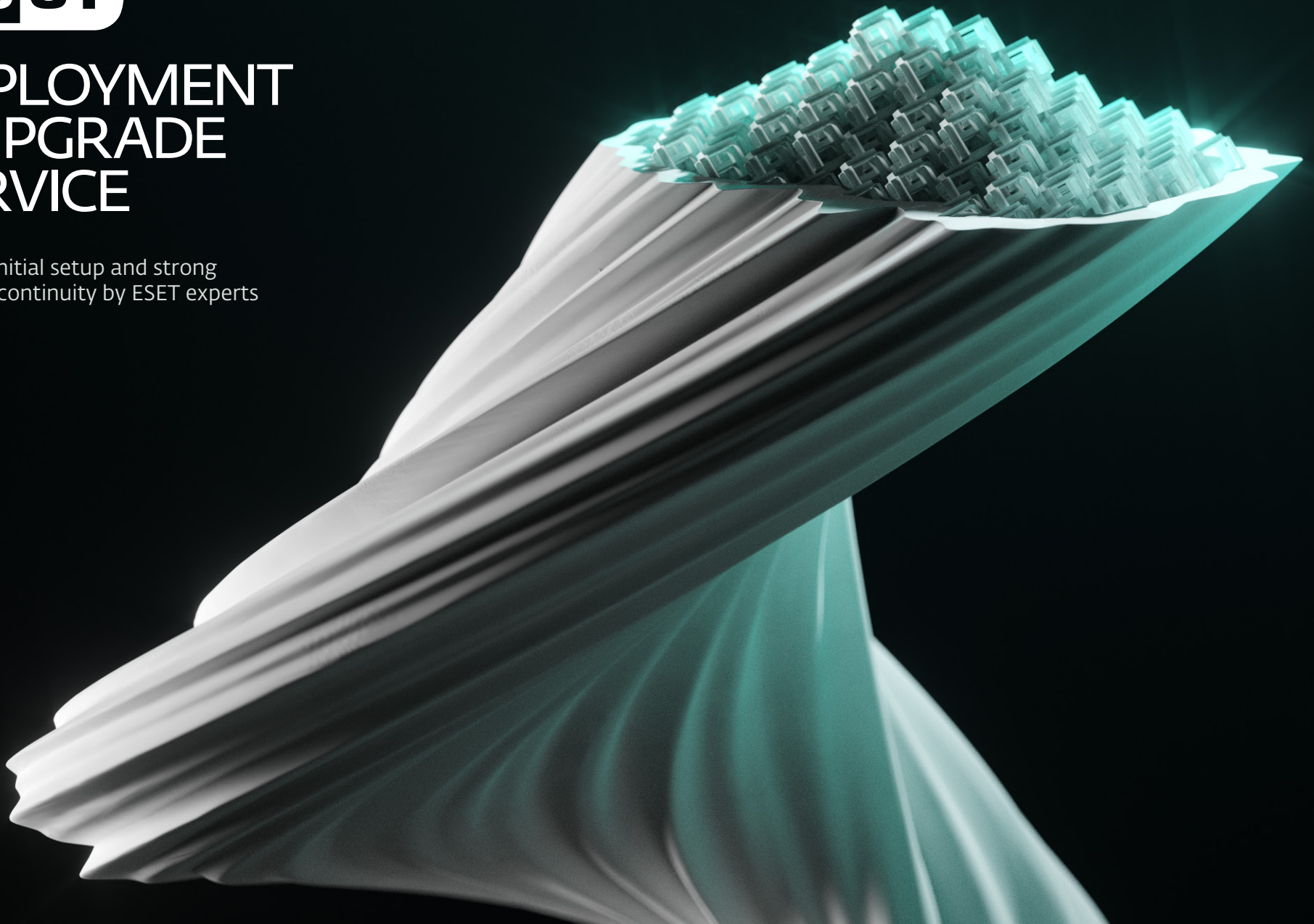
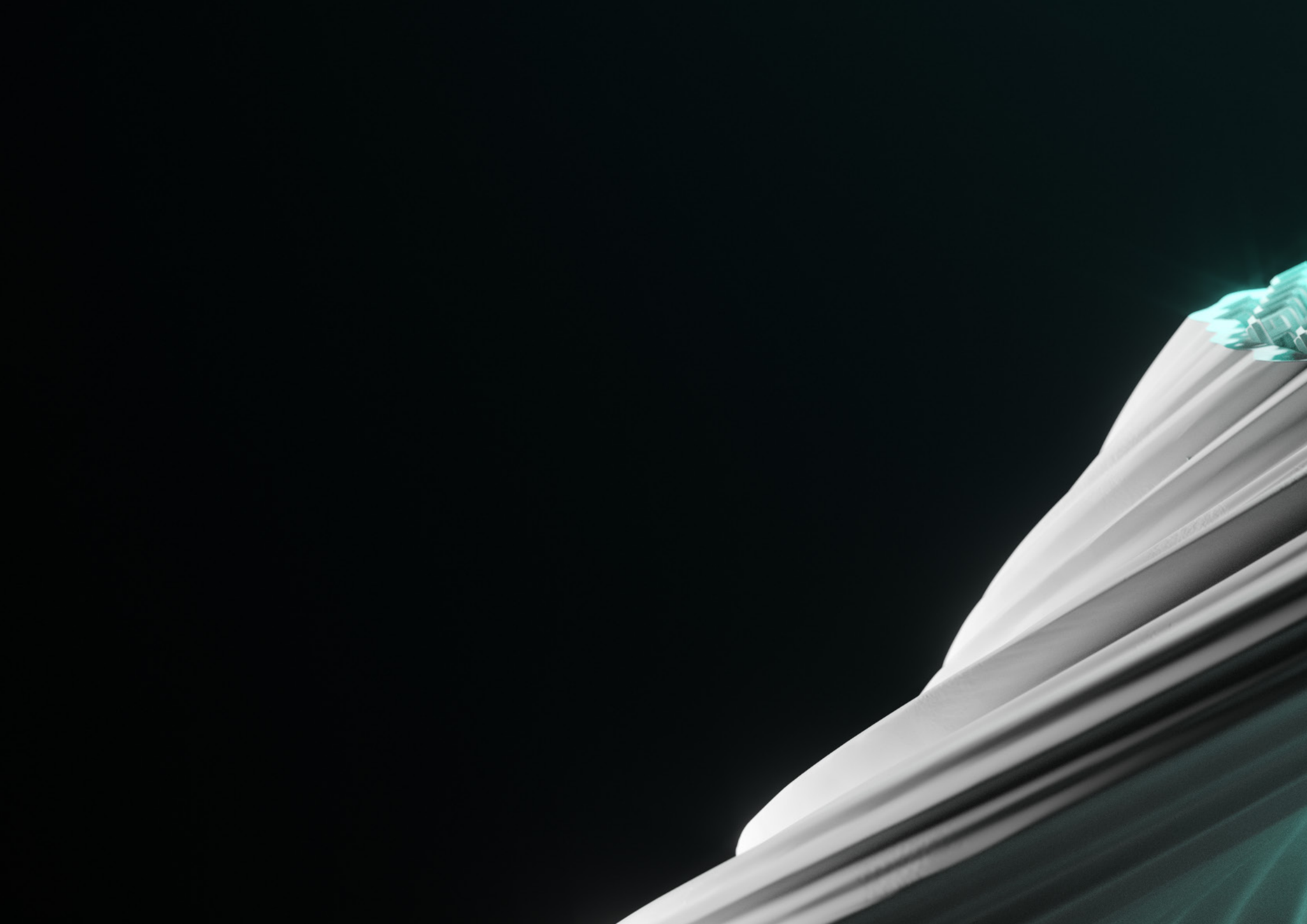


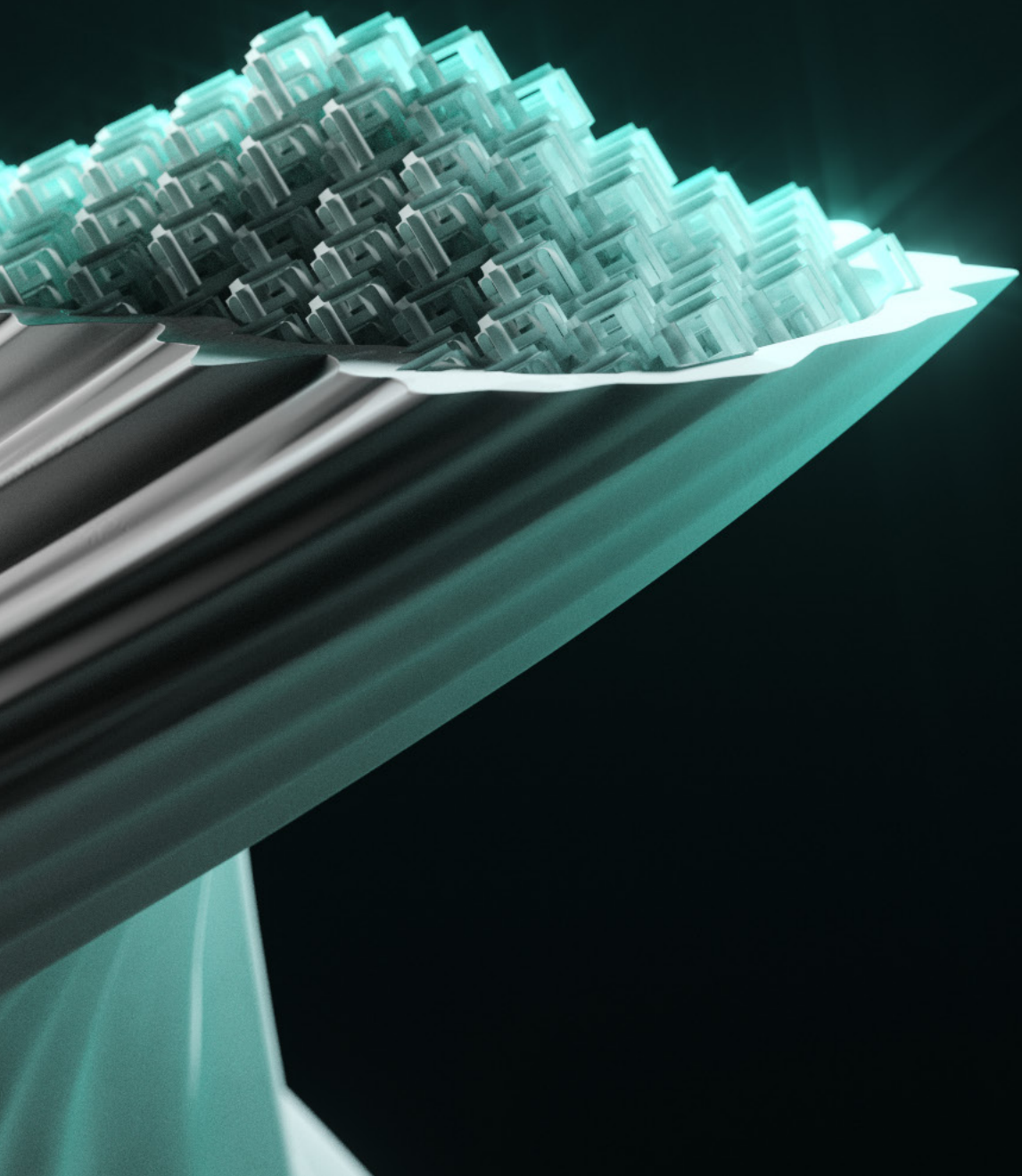


# DEPLOYMENT & UPGRADE SERVICE

Smooth initial setup and strong  
business continuity by ESET experts







## **What is the Deployment and Upgrade service?**

Get off to a flying start. Install and configure a specific product in your environment so that you can be sure it will work optimally from day one.

The Deployment and Upgrade service provides professional security solution deployment, which reduces the overall complexity associated with a new security provider and strengthens business continuity.

# The challenges



## LACK OF PRODUCT KNOWLEDGE

Deploying new products can be tricky, even for organizations with dedicated security or IT teams.



## COMPLIANCE

Many industries have strict certification and compliance policies that require products to be deployed by authorized vendors.



## LACK OF HUMAN RESOURCES

Experienced IT security specialists are in great demand. Many IT departments need to outsource certain tasks to maintain business continuity.



## LONG-TERM COSTS

Creating dedicated teams and/or hiring specialists to perform niche occasional tasks can incur high long-term costs.

# The process

## PROPOSAL PHASE

An initial assessment gathers detailed information about the environment where the service will run. This step is crucial to ensure that the rest of the process is completed smoothly and without issues.

A Service Proposal is then created and submitted to the customer, based on the data gathered by the deployment engineers.

After confirming the proposal, the deployment team starts working on a complete deployment plan that includes a precise schedule to strengthen business continuity.

## DEPLOYMENT PHASE

This phase can be performed either remotely or directly on-site.

If agreed upon during the proposal phase, on-site staff training can start at this time.

ESET provides a comprehensive description and scope of the service. You'll also receive a deployment manual for any future installations.

This phase is completed once all tasks that are contained in the deployment plan have been completed and accepted by the organization.

## POST-DEPLOYMENT PHASE

This last phase includes billing and invoicing – the deployment teams are no longer involved.

Customers are invited to complete a survey to ensure maximum satisfaction and identify any opportunities to improve the service.

# The ESET advantage



## THREE-STAGE PROCESS

Deployment and upgrade are separated into three different phases: proposal phase, execution phase and post-deployment phase. This helps to ensure that all customer expectations are met.



## BUSINESS CONTINUITY ASSURANCE

Deploying and/or upgrading products according to a precise schedule determined by dedicated specialists assures greater business continuity and organizational satisfaction.



## INITIAL ASSESSMENT MEANS NO SURPRISES

A thorough initial assessment is completed before any execution or deployment takes place to help to ensure that no surprises are discovered after the deployment process begins.



## TURN-KEY DEPLOYMENT

You can rely on our engineers to implement ESET security solutions smoothly and with minimum interruption to your organization's operations.

The ESET reputation system, LiveGrid® is made up of 110 million sensors worldwide. Hundreds of experienced ESET experts operate across 13 global R&D centers to verify the system's output.

“  
*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, USA, 4,000+ seats

“  
*ESET support is one of the best. They implemented a strategy for a district-wide rollout; they created a package that removed (the) old product, replacing it with ESET. Rolling out their product was one of the easiest migrations we ever had to do in our district.*  
”

Hector, Systems Engineer, San Marcos Unified School District, USA,  
8,000 seats

# Supported products

ESET Endpoint Solutions for  
Windows, Mac, Linux, and Android

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ESET Inspect

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ESET Server Security for Microsoft Windows Server

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ESET Mail Security for Microsoft Exchange Server

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ESET Security for Microsoft  
SharePoint Server

ESET Secure Authentication

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ESET Full Disk Encryption

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ESET Endpoint Encryption

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ESET Cloud Office Security

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ESET LiveGuard Advanced

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ESET PROTECT

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ESET PROTECT Cloud



“

*The implementation was very straightforward.  
In cooperation with ESET's well-trained technical  
staff, we were up and running our new ESET security  
solution in a few hours.*

”

IT Manager, Diamantis Masoutis S.A.,  
Greece, 6,000+ seats

# About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services to deliver comprehensive, multilayered protection against cybersecurity threats for businesses and consumers worldwide. ESET has long pioneered machine learning and cloud technologies that prevent, detect and respond to malware. ESET is a privately owned company that promotes scientific research and development worldwide.

## ESET IN NUMBERS

<b>1bn+</b> internet users protected	<b>400k+</b> business customers	<b>200+</b> countries & territories	<b>13</b> global R&D centers
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## SOME OF OUR CUSTOMERS



protected by ESET since 2016  
more than 32,000 endpoints



ISP security partner since 2008  
2 million customer base



Drive your Ambition

protected by ESET since 2017  
more than 9,000 endpoints



protected by ESET since 2016  
more than 4,000 mailboxes

## ISO SECURITY CERTIFIED



### ISO SECURITY CERTIFIED

ESET is compliant with ISO/IEC 27001:2013, an internationally recognized and applicable security standard in implementing and managing information security. The certification is granted by the third-party accredited certification body SGS and demonstrates ESET's full compliance with industry-leading best practices.

# Why choose ESET?

## ANALYST RECOGNITION



ESET has been recognized as a Major Player in endpoint security in the IDC MarketScope: Worldwide Modern Endpoint Security for Enterprises 2021 Vendor Assessment and IDC MarketScope: Modern Endpoint Security for Small and Midsize Businesses 2021 Vendor Assessment.



ESET has been recognized as a 'Top Player' for the fourth year in a row in Radicati's Advanced Persistent Threat (APT) Protection - Market Quadrant 2021.



The rigorous MITRE ATT&CK Evaluation demonstrated the undeniable qualities of ESET EDR technology and validated the strong vision for ESET Inspect's future.

## INDUSTRY RECOGNITION



Recognized as Established Vendor in 2021 Gartner® Peer Insights™ 'Voice of the Customer': EPP



ESET recognized for giving back to the community with a 2021 Tech Cares Award from TrustRadius

## SOME OF OUR TOP AWARDS



Gartner, "Gartner® Peer Insights™ 'Voice of the Customer': Endpoint Protection Platforms", By Peer Contributors, 25 November 2021. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose. The Gartner Peer Insights Customer First badge is a trademark and service mark of Gartner, Inc., and/or its affiliates, and is used herein with permission. The Gartner Peer Insights Customer First program constitutes an organization's commitment to solicit reviews from its customers using programmatic sourcing strategies and best practices. They neither represent the views of, nor constitute an endorsement by, Gartner or its affiliates.

Read more: <https://blogs.gartner.com/reviews-pages/customer-first-landing-page/>



Digital Security  
Progress. Protected.