

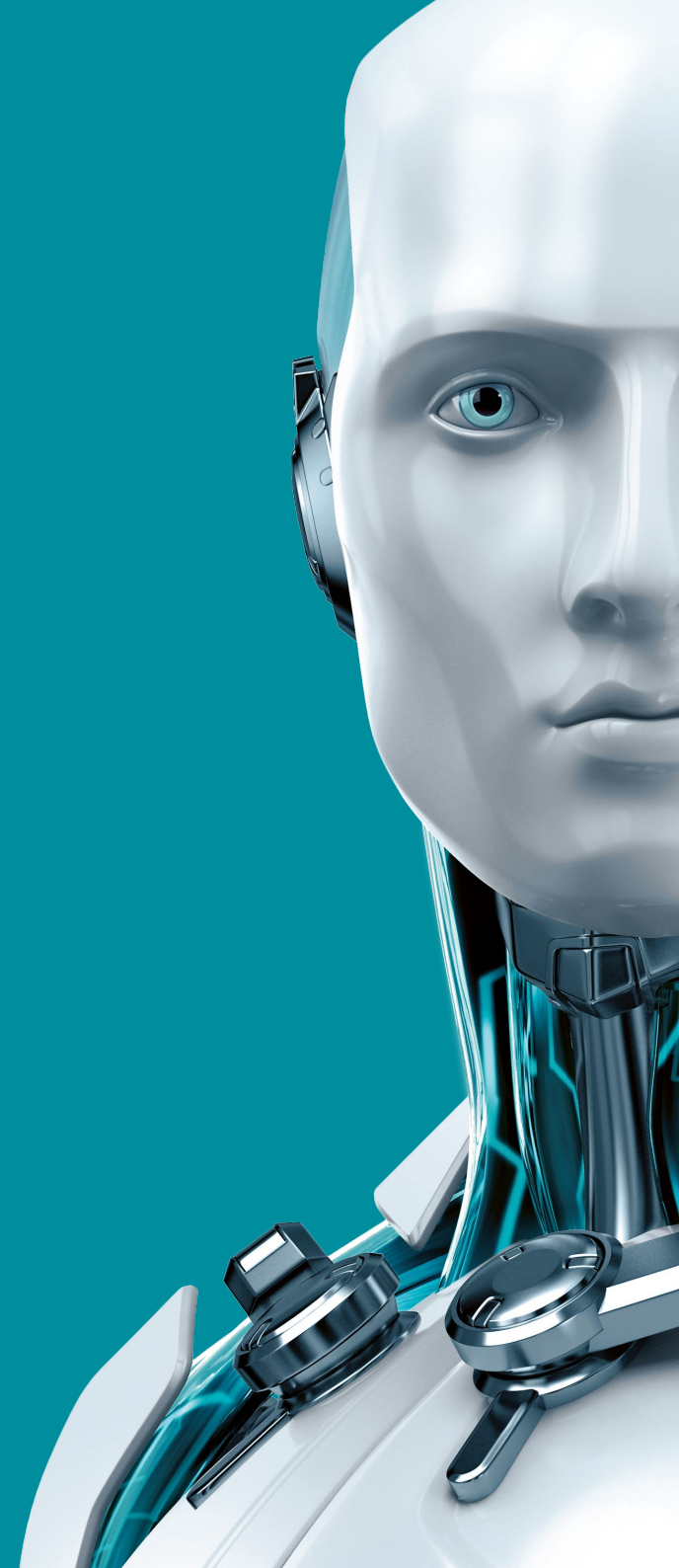


# MSP PROGRAM

ESET Remote Administrator Plugin for Autotask



ENJOY SAFER TECHNOLOGY™





## MSP PROGRAM

ESET REMOTE ADMINISTRATOR  
PLUGIN FOR AUTOTASK

**ESET Remote Administrator Plugin for Autotask** integrates critical information about ESET endpoint security products, resulting in more accurate billing and ticketing for security-related events, possible to prioritize, plan and execute workflows, and document your risk reduction efforts.

### Benefits

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**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."

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**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.

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**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

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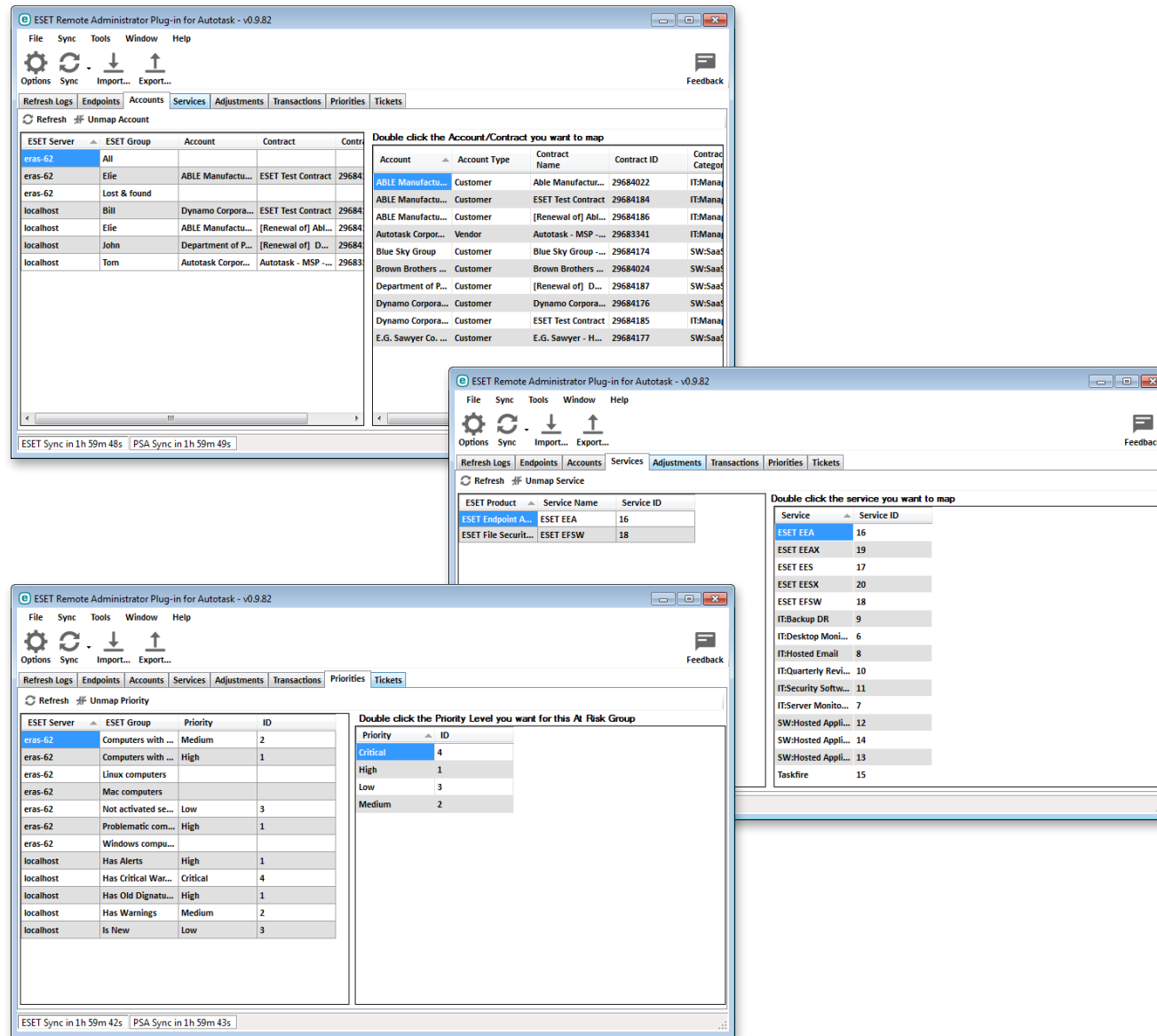
**Plugin billing capabilities**

- 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.
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**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.

.NET 4.5 framework is required for the ESET Remote Administrator Plugin for Autotask.

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