



REMOTE ADMINISTRATOR

PLUGIN FOR TIGERPAW

CYBERSECURITY
EXPERTS ON YOUR SIDE

Benefits

MAXIMIZES CUSTOMER REVENUE

Offer additional antimalware options to your network of managed clients. Replace existing solutions with ESET's lightweight clients for low system resource usage and proactive detection of multiple threat vectors.

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.

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

The screenshot shows the ESET Remote Administrator Plug-in for Tigerpaw interface. It features a menu bar (File, Sync, Tools, Window, Help) and a toolbar with icons for Options, Sync, Import, and Export. Below the toolbar are tabs for Refresh Logs, Endpoints, Accounts, Services, Adjustments, Transactions, Priorities, and Tickets. The main area contains two tables. The left table, titled 'ESET Server', 'ESET Group', 'Account', 'Agreement', and 'Agree', lists various servers and groups mapped to accounts and agreements. The right table, titled 'Account', 'Account Type', 'Agreement', 'Agreement ID', and 'Contract Category', lists accounts and their corresponding agreements and contract categories. A status bar at the bottom shows 'ESET Sync in 1h 59m 48s' and 'PSA Sync in 1h 59m 49s'.

ESET Server	ESET Group	Account	Agreement	Agree
eras-62	All			
eras-62	Elie	ABC Medical	10018	10018
eras-62	Lost & found			
localhost	Bill	Bill Jones	10002	10002
localhost	Elie	ESET Test1	10013	10013
localhost	John	ESET Test2	10014	10014
localhost	Tom	ESET Test3	10016	10016

Account	Account Type	Agreement	Agreement ID	Contract Category
ABC Medical		10018	10018	
Bill Jones		10002	10002	
Continuum Custo...		10001	10001	
Demo		10005	10005	
Eset		10007	10007	
Eset		10008	10008	
ESET Test1		10013	10013	
ESET Test2		10014	10014	
ESET Test2		10015	10015	
ESET Test3		10016	10016	
ESET Test4		10017	10017	
Servoyant		10004	10004	
Test for Continuu...		10003	10003	

SYSTEM REQUIREMENTS

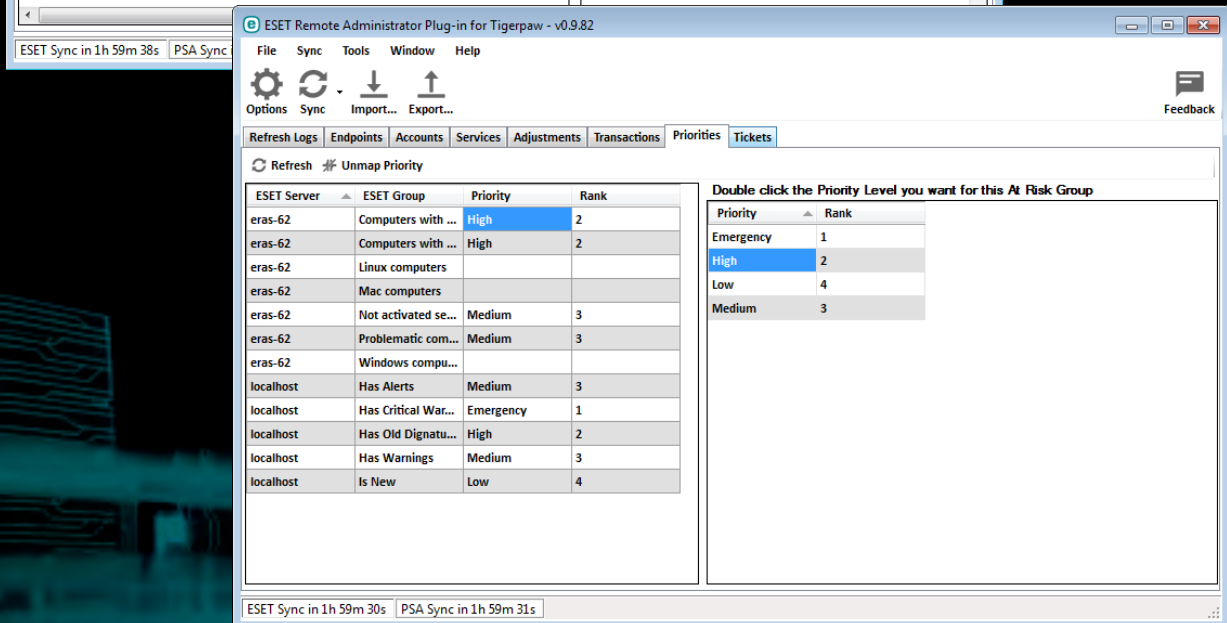
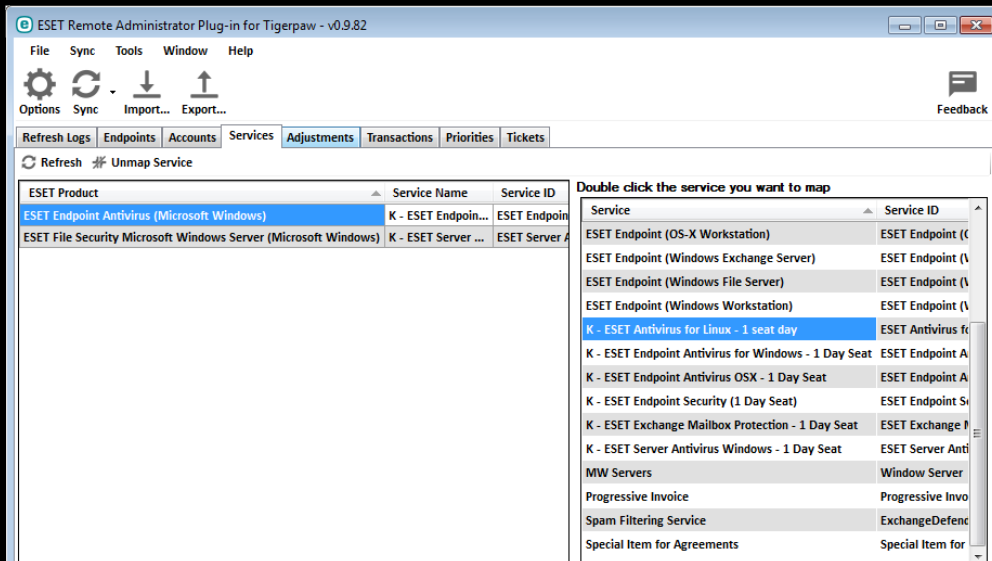
ESET Remote Administrator 5.3 or later

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 Tigerpaw.

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



ESET IN NUMBERS

110m+
users
worldwide

400k+
business
customers

200+
countries
& territories

4000+
MSPs
worldwide