



OVERVIEW

# INTEGRATIONS

## Next-gen digital security – ESET Direct Integration with SuperOps

Progress. Protected.



# Prevent breaches before they occur with next-gen digital security

Unlike conventional solutions that focus on reacting to threats only after they occur, ESET offers an unmatched, AI-powered prevention-first approach. Backed by globally recognized Threat Intelligence and an extensive R&D network featuring leading industry experts, we continually innovate our multilayered security technology. Experience unparalleled protection against ransomware, phishing, zero-day threats and targeted attacks with our award-winning, cloud-first XDR cybersecurity platform. It offers a unique balance of prevention, detection, and proactive threat hunting. Our highly customizable solutions come with hyperlocal support and impose minimal impact on endpoint performance. Proactively identifying and neutralizing emerging threats before they take hold, we ensure business continuity while reducing implementation and management costs.

In a world where technology enables progress, protect your business with ESET.

## Key benefits

### **OPT FOR SUPERB DETECTION AND A MINIMAL FOOTPRINT**

ESET's cloud-based PROTECT Platform extends automated security beyond endpoints, covering mobile devices, email, web and cloud applications. It runs both in the cloud and locally, offering real-time, proactive protection, even in air-gapped environments. Tailored to tackle critical cybersecurity challenges like ransomware, zero-day threats or regulatory compliance, our solutions ensure high detection rates, low false positives and minimal impact on your systems. This allows for seamless business continuity and the cost-effective use of your resources. Furthermore, with ESET's Managed Detection and Response (MDR) services, we address the cybersecurity talent gap, delivering enterprise-level protection without enterprise-level costs.

### **BENEFIT FROM ZERO DISRUPTIONS**

Together with ESET LiveGuard's cloud-based threat prevention and autonomous threat remediation capabilities and ESET LiveGrid's cloud-powered threat hunting, our security solutions offer a comprehensive view of the global malware landscape. This enables real-time protection against an ever-evolving spectrum of cyber threats, eliminating disruptions to your customer's business continuity.

### **CHOOSE SUPERIOR TECHNOLOGY**

ESET LiveSense, our potent multilayered security technology, is deeply rooted in science. Supported by cutting-edge AI and powered by our global Threat Intelligence and telemetry data, it employs advanced methods like deep learning and signatureless behavioral detection, going beyond the limits of traditional antivirus solutions.

### **HARNESS THE POWER OF AUTOMATION**

The ESET PROTECT Platform empowers you to take full advantage of robust AI-powered automation capabilities. These features streamline everyday tasks and daily operations, liberating admins from a multitude of repetitive responsibilities. Automating tasks not only saves invaluable time, but also enables you and your customers to focus on advancing core business objectives.

### **ADOPT A ONE-SIZE-DOESN'T-FIT-ALL APPROACH**

ESET PROTECT Platform customization allows you to independently meet the specific needs of each customer by applying individual configurations for each customer. This is facilitated by the multitenancy capability of our platform, which allows you to adapt to a diverse customer base spanning different industries and verticals. After the initial setup, it helps businesses operate more efficiently, and focus on fulfilling their strategic vision.





# The unified PSA-RMM platform for fast-growing IT teams

Integrate ESET's advanced digital security and global threat intelligence with SuperOps' AI-powered, unified PSA-RMM platform. SuperOps is designed to streamline IT management and enhance efficiency. Streamline your operations with SuperOps' modern, intuitive UI that's easy to set up and use. Automatically roll out cybersecurity protection for all your client assets at scale and protect your assets from phishing, zero-day threats and targeted attacks. Manage your assets, monitor your network, provide excellent customer service and automate cybersecurity – all from a single pane of glass.

## Features and benefits

### TRULY UNIFIED PLATFORM

SuperOps brings all the tools you use to run critical everyday IT operations such as your PSA, RMM and more onto a single pane of glass. Say goodbye to multiple tools and lost productivity with a seamless experience that makes work easier and your teams more efficient than ever.

### ADVANCED REMOTE MONITORING AND MANAGEMENT

Monitor your clients' endpoints and keep them running smoothly with a wide range of real-time metrics to help you get to the root of the issue and the right tools to resolve them immediately. Proactively prevent issues before they occur with automation and context from your PSA to help you stay one step ahead.

### EFFECTIVE PATCH MANAGEMENT

Our robust patch management is designed to keep client systems secure and up-to-date. Run your patching workflows on a schedule to ensure that critical patch deployments are never missed, therefore reducing the risk of vulnerabilities, remaining compliant and securing IT environments.

### INTEGRATED IT DOCUMENTATION

SuperOps features built-in IT documentation to make the creation, storage, and retrieval of essential IT information effortless. Vital information is readily available across different touchpoints to give you the context you need to make your life easier.

### AUTOMATION-DRIVEN EFFICIENCY

Set conditions for instant alerts and proactively remediate potential issues, run different patch deployments on autopilot and manage third-party software with ease. We'll take care of the mundane, routine tasks so you can focus on more impactful work at hand.

### COMPREHENSIVE NETWORK MONITORING

SuperOps brings complete network visibility to your operations with network monitoring that's unified with your RMM. Convert endpoints into probes and start monitoring a wide range of devices in minutes. Observe device data in real time, monitor all the metrics you care about, and get notified when something breaks to start troubleshooting right away.

# Transform your MSP business

RMM, PSA, IT Documentation and Project Management – all under one roof, powered by AI.

### Context at an arm's reach

Access and manage an asset's tickets, policies, alerts and more, all just one click away.

### Troubleshoot with ease

Instantly remote into an asset when a problem arises. Access the terminal or run scripts to remediate the issue.

The screenshot displays the ESET RMM interface for an asset named 'Bruce's Desktop'. The dashboard is divided into several sections:

- Summary:** Shows CPU usage at 3%, Memory usage at 62% (with 770.82 MB available), and Patch status as 'FULLY PATCHED'.
- Antivirus:** ESET is active and up to date.
- Net Traffic:** Shows 22.569 Kbps download and 203.345 Kbps upload.
- Backup Status:** Acronis backup is 'NOT INSTALLED'.
- Activity Log:** A list of recent actions including 'Agent offline Set' (Success), 'Software update Mozilla Firefox' (Success), and 'Software uninstallation Mozilla Firefox' (Success).

Navigation tabs at the top include SUMMARY, DETAILS, APPS, IT DOCUMENTATION, POLICIES, TICKETS, ALERTS, PATCHES, and SCRIPTS. Action buttons for 'Scan for patches', 'Terminal', 'Run Script', and 'Remote' are visible.

### Asset health at a glance

Quickly gauge an asset's health status from the summary page. Kill or restart a process, access the registry editor, or the file explorer to manage any issues.

### Track every action on an asset

Track and monitor actions such as file downloads, updates, patches, and more with the asset activity log.