



ESET Direct Endpoint Management

Company Overview

For over 25 years, ESET has developed solutions that deliver instant, comprehensive protection against evolving cybersecurity threats while consistently achieving the highest accolades in all types of comparative testing. With endpoint protection that is trusted by millions of users, ESET's security solutions are among the most recommended in the world. ESET Endpoint Solutions detect and disable viruses, Trojans, worms, adware, spyware, phishing, rootkits and other Internet threats so that you can focus on running your IT services business, not your security solution. **Get everything you need in one spot when you buy ESET directly from ConnectWise.**

Award-Winning Security Protection Built for MSPs

ESET's award-winning security products are lightweight, fast, and built with MSPs in mind. As a longtime ConnectWise Solution Partner, ESET's integrations for ConnectWise are built to optimize and align perfectly with the ConnectWise platform.

Category Information

Security

Solutions Include

- **ESET Direct Endpoint Management:** Server-free connection to ConnectWise Automate
- **ESET Remote Administrator Plug-Ins:** On-premise server plug-ins for ConnectWise Automate and ConnectWise Manage
- **ESET Endpoint Encryption:** Advanced data security available for monthly billing
- **ESET Professional Installation:** Complimentary installation support with ESET Tech Support Team
- **ESET Business Bundles:** Efficient and easy-to-order license bundles let you deploy any combination of ESET products whether you need to protect windows workstations, Mac, Windows server or even mobile devices.

ESET Direct Endpoint Management:

The ESET Direct Endpoint Management Plug-in for ConnectWise Automate integrates with the ConnectWise Automate Control Center to provide central management of ESET Endpoint Solutions across distributed networks. Controlling ESET's powerful, proactive malware detection using ConnectWise Automate's familiar console delivers ease of endpoint deployment, ongoing administration and a common interface for configuring and reporting.

Integration Information

ESET Direct Endpoint Management establishes a direct connection between ESET endpoints and ConnectWise Automate. Leveraging the ConnectWise Automate agent to deploy and manage endpoints, ESET users no longer need additional servers or an intermediate console. You benefit from the same outstanding and feature-rich protection, now with easier set up and management.

- Automated endpoint deployment to ConnectWise Automate groups
- Creation and assignment of ESET policies to ConnectWise Automate groups
- Connect to multiple ERA servers
- Automatic mapping of ESET endpoints to ConnectWise Automate Agents

Features & Benefits

Features:

- **Manage Client Endpoint Security:** Initiate on-demand endpoint scans, module updates and ESET security

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product activation, without requiring the ESET Remote Administrator Server.

- **Manage Client Configurations:** Set ESET-specific configuration policies on Windows® endpoint and server clients. Create new policies or upload existing XML configurations exported from the ESET security software. Manage every available ESET configuration option including Spam, Firewall, HIPS, Device Control and Web Control modules.
- **Monitor Threats:** View and sort threat data, see which client workstations have detected threats, the time of detection, the name of the threat and any actions taken.
- **Dashboards:** At-a-glance views into protection status, product distribution, module update date, # of threats detected daily, deployment information and pending policy updates.
- **Reporting:** Export a report from the ESET DEM Plug-in for ConnectWise Automate to view various data about client systems such as log details for scans, events, and threats, license utilization, and unprotected systems. Uses ESET Remote Administrator inspired sorting and filtering.
- **Alert Management:** Example ConnectWise Automate “Internal Monitors” provided to allow for alerts on the status of your ESET environment

Benefits:

- **Comprehensive Endpoint Security:** Offer best-of-breed 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 using advanced malware detection technologies.
- **Ease of Management:** The familiar ConnectWise Automate console provides ease of management and adoption of ESET solutions without requiring a second console. ESET endpoint security can be

remotely deployed using the plug-in.

- **Satisfied End Users:** Real-time monitoring and remediation helps resolve security issues quickly and makes for confident helpdesk techs and satisfied end users.

System Requirements/Technical Specifications

- ESET Business Product Licenses

Active licenses of any of the following ESET endpoint products:

- ESET Endpoint Antivirus for Windows
- ESET Endpoint Security for Windows
- ESET Endpoint products (6.6+) for Windows
- ESET Server products (6.5+) for Windows
- ConnectWise Automate 11 or newer

ESET Remote Administrator Plug-Ins:

The ESET Remote Administrator Plug-Ins for ConnectWise Automate and ConnectWise Manage integrates critical information about ESET endpoint security products, resulting in more accurate billing and ticketing for security-related events.

Integration Information

The ESET Remote Administrator Plug-in for ConnectWise Manage is a free tool that integrates critical information about ESET endpoint security products, resulting in more accurate billing and ticketing for security-related events.

- Monitors and compares ESET endpoint seat counts against PSA agreements and issues billing adjustments as necessary
- Maps ESET endpoint products to ConnectWise Manage services and ESET static computer groups to ConnectWise Manage customer contracts; allows MSPs to group ESET endpoints into existing groups and subgroups in the ConnectWise Manage database
- Each ESET group corresponds with a customer account available in the ConnectWise Manage database
- Each ESET product corresponds to a recurring service



Features & Benefits

Features:

Plug-In 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

Plug-In 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

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 the PSA platform to reconcile the status.
- **Saves Time:** Integration with these PSA tools saves 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

System Requirements/Technical Specifications

To use the ESET Remote Administrator Plug-In for ConnectWise Manage, your system should meet or exceed the following 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 Plug-In for ConnectWise Manage



ESET Endpoint Encryption:

ESET Endpoint Encryption is a simple-to-use encryption application for companies large and small. Take advantage of the optimized setup that speeds up the time to adoption for admins. The client side requires no user interaction, increasing user compliance and the security of your company data. ESET Endpoint Encryption is available for purchase on a monthly basis for ConnectWise partners.

Features & Benefits

Features:

- Encrypt only disks and partitions you want
- On-screen keyboard that allows encrypting of Windows tablets and convertible devices
- Transparent preboot security using FIPS 140-2 validated, 256-bit AES encryption
- Encryption may be started and managed remotely
- Remote user password recovery
- Enhanced workstation screening prior to encryption, including Safe Start mod
- Fully compatible with Microsoft Windows 10, 8 and 8.1, with support for UEFI and GPT
- Support of Trusted Platform Module (TPM)

ESET Endpoint Encryption is managed through a separate central management console. No dependency on MS active director, or any other existing server architecture installation. All commands posted via Enterprise Proxy. No current integration to ConnectWise Automate.

Benefits:

- Meet data security obligations by easily enforcing encryption policies while keeping productivity high.

- Companies large and small benefit with low help-desk overhead and short deployment cycles.
- No other product can match ESET Endpoint Encryption for flexibility and ease of use.
- The client side requires minimal user interaction, improving compliance and the security of your company data from a single MSI package.
- The server side makes it easy to manage users and workstations and extend the protection of your company beyond the perimeter of your network.

System Requirements/Technical Specifications

Server Side:

Microsoft® Windows® 8.1*, 8, 7, Vista®, XP SP3, Server 2003 -12

Client Side:

Microsoft Windows 8.1*, 8, 7, Vista, XP SP3, Server 2003 – 2008

** Microsoft Windows RT is not supported; Full Disk Encryption requires keyboard*

Mobile Platforms:

iOS

Certifications:

FIPS 140-2 level 1

Algorithms and Standards:

- AES 256 bit
- AES 128 bit
- SHA 256 bit
- SHA1 160 bit
- RSA 1024 bit
- Triple DES 112 bit
- Blowfish 128 bit