(ESET)®

REMOTE ADMINISTRATOR
PLUGIN FOR AUTOTASK PSA

CYBERSECURITY
EXPERTS ON YOUR SIDE

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 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.

ESET Remote Administraror Plugin for Autotask PSA 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.
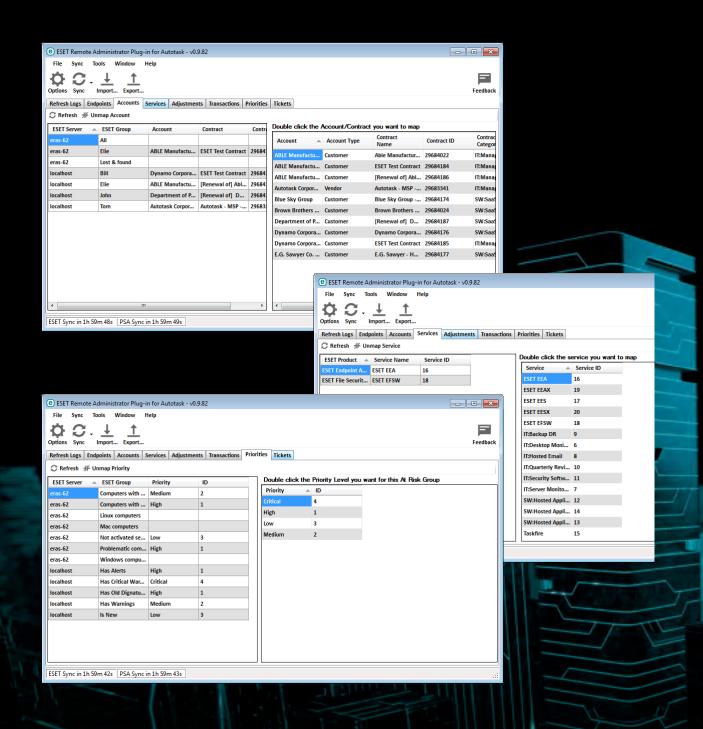
SYSTEM REQUIREMENTS

ESET Remote Administrator 6.3 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 PSA.

ESET Remote Administrator Plug-in for Autotask - v0.9.82

File Sync Tools Window Help

Options Sync Import... Export... Feedback

Refresh Logs | Endpoints | Accounts | Services | Adjustments | Transactions | Priorities | Tickets

Refresh ⚡ Unmap Account

ESET Server	ESET Group	Account	Contract	Contr
eras-62	All			
eras-62	Elie	ABLE Manufactu...	ESET Test Contract	29684
eras-62	Lost & found			
localhost	Bill	Dynamo Corpora...	ESET Test Contract	29684
localhost	Elie	ABLE Manufactu...	[Renewal of] Abl...	29684
localhost	John	Department of P...	[Renewal of] D...	29684
localhost	Tom	Autotask Corpor...	Autotask - MSP -...	29683

Double click the Account/Contract you want to map

Account	Account Type	Contract Name	Contract ID	Contrac Categor
ABLE Manufactu...	Customer	Able Manufactur...	29684022	IT:Mana
ABLE Manufactu...	Customer	ESET Test Contract	29684184	IT:Mana
ABLE Manufactu...	Customer	[Renewal of] Abl...	29684186	IT:Mana
Autotask Corpor...	Vendor	Autotask - MSP -...	29683341	IT:Mana
Blue Sky Group	Customer	Blue Sky Group -...	29684174	SW:Saa$
Brown Brothers ...	Customer	Brown Brothers ...	29684024	SW:Saa$
Department of P...	Customer	[Renewal of] D...	29684187	IT:Mana
Dynamo Corpora...	Customer	Dynamo Corpora...	29684176	SW:Saa$
Dynamo Corpora...	Customer	ESET Test Contract	29684185	IT:Mana
E.G. Sawyer Co. ...	Customer	E.G. Sawyer - H...	29684177	SW:Saa$

ESET Sync in 1h 59m 48s | PSA Sync in 1h 59m 49s

ESET Remote Administrator Plug-in for Autotask - v0.9.82

File Sync Tools Window Help

Options Sync Import... Export...

Refresh Logs | Endpoints | Accounts | Services | Adjustments | Transactions | Priorities | Tickets

Refresh ⚡ Unmap Service

ESET Product	Service Name	Service ID
ESET Endpoint A...	ESET EEA	16
ESET File Securit...	ESET EFSW	18

Double click the service you want to map

Service	Service ID
ESET EEA	16
ESET EEAX	19
ESET EES	17
ESET EESX	20
ESET EFSW	18
IT:Backup DR	9
IT:Desktop Moni...	6
IT:Hosted Email	8
IT:Quarterly Revi...	10
IT:Security Softw...	11
IT:Server Monito...	7
SW:Hosted Appli...	12
SW:Hosted Appli...	14
SW:Hosted Appli...	13
Taskfire	15

ESET Remote Administrator Plug-in for Autotask - v0.9.82

File Sync Tools Window Help

Options Sync Import... Export... Feedback

Refresh Logs | Endpoints | Accounts | Services | Adjustments | Transactions | Priorities | Tickets

Refresh ⚡ Unmap Priority

ESET Server	ESET Group	Priority	ID
eras-62	Computers with ...	Medium	2
eras-62	Computers with ...	High	1
eras-62	Linux computers		
eras-62	Mac computers		
eras-62	Not activated se...	Low	3
eras-62	Problematic com...	High	1
eras-62	Windows compu...		
localhost	Has Alerts	High	1
localhost	Has Critical War...	Critical	4
localhost	Has Old Dignatu...	High	1
localhost	Has Warnings	Medium	2
localhost	Is New	Low	3

Double click the Priority Level you want for this At Risk Group

Priority	ID
Critical	4
High	1
Low	3
Medium	2

ESET Sync in 1h 59m 42s | PSA Sync in 1h 59m 43s

ESET IN NUMBERS

110m+
users worldwide

400k+
business customers

200+
countries & territories

4000+
MSPs worldwide