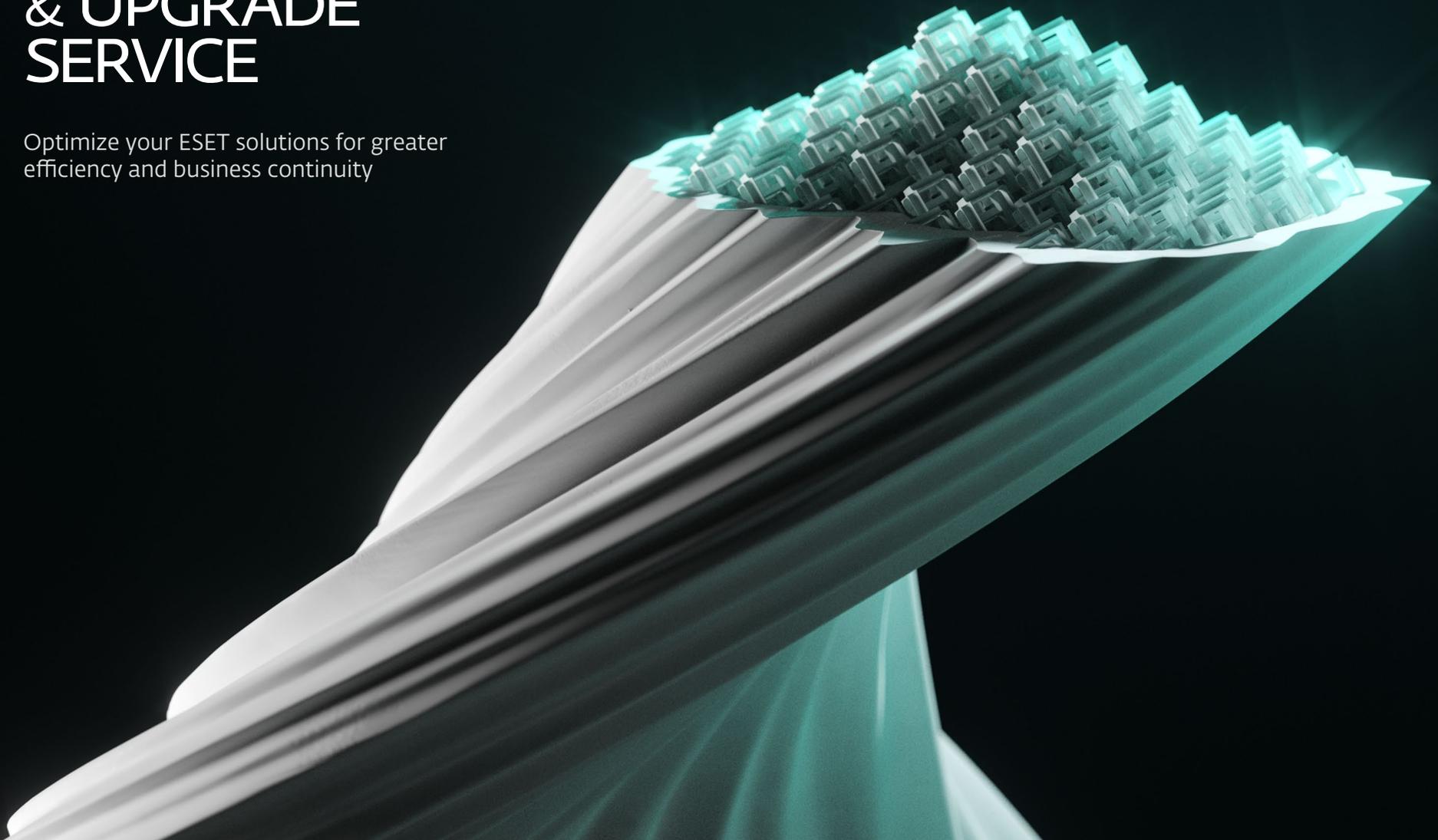




DEPLOYMENT & UPGRADE SERVICE

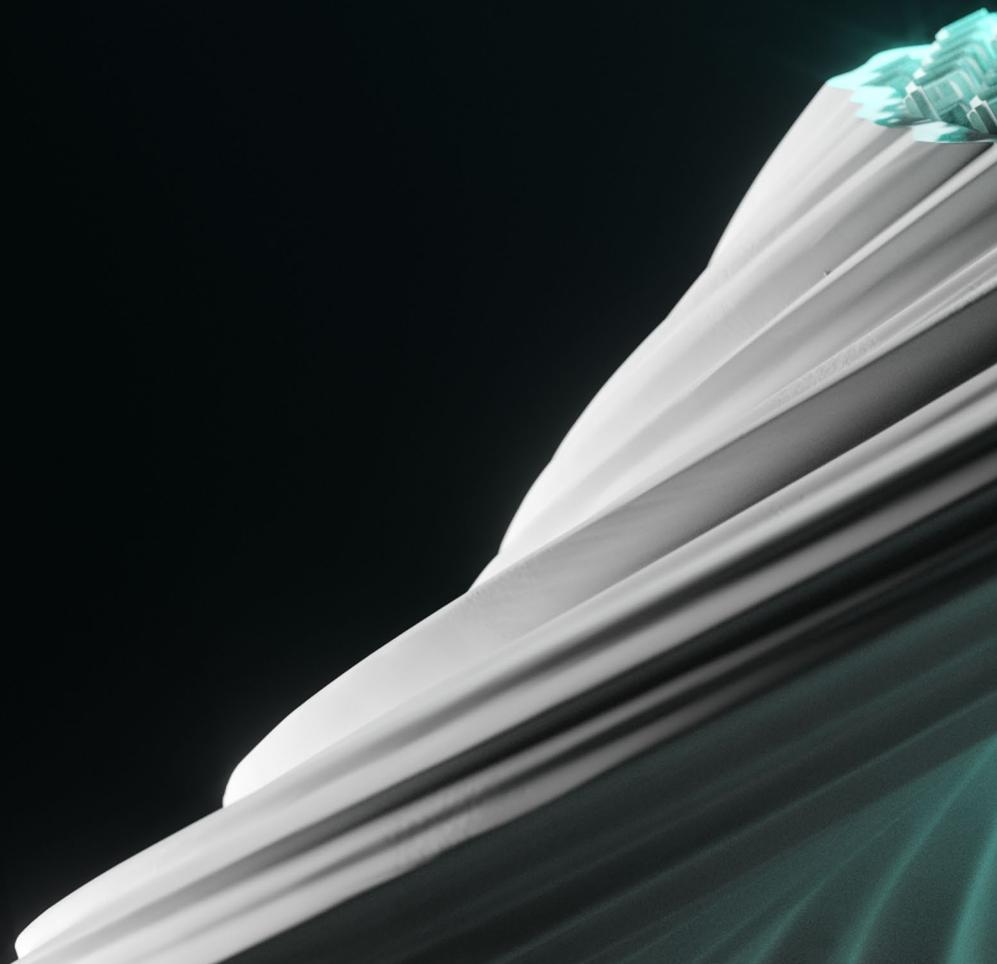
Optimize your ESET solutions for greater
efficiency and business continuity



What is the Deployment and Upgrade service?

ESET Deployment & Upgrade is designed to optimize your cybersecurity solutions—strengthening business continuity and simplifying product use and navigation.

This service maximizes and maintains the functionality of newly-purchased ESET business products. It delivers enhanced user experience for all business customers—helping you achieve the highest level of operational efficiency, fine-tuned for your environment.



The challenges



LACK OF PRODUCT KNOWLEDGE

Deploying new products can be tricky, even for organizations with dedicated security or IT teams.



LACK OF HUMAN RESOURCES

Experienced IT security specialists are in great demand. Many IT departments need to outsource certain tasks to maintain business continuity.



COMPLIANCE AND CYBER INSURANCE

Many industries have strict certification and compliance policies that require products to be deployed by authorized vendors.

High levels of cybersecurity control are also required by insurance providers as conditions of coverage.



LONG-TERM COSTS

Creating dedicated teams and/or hiring specialists to perform niche tasks can result in high long-term costs.

The Benefits

OPTIMIZED RESOURCE ALLOCATION

Make the most of your resources. This service ensures that your ESET products are up-to-date, while reducing the need for additional labor and resources. It improves user experience by streamlining product deployment, maintenance and navigation.

WORRY-FREE IMPLEMENTATION

ESET experts provide end-to-end installation and initial configuration of newly-purchased ESET products. Smooth setup and integration ensure the efficiency of your security controls and eliminate issues down the line. This service may also update and configure previously-deployed ESET products.

ENHANCED DETECTION AND REMEDIATION

Upgrades boost threat detection and remediation capabilities, and enable our robust technology, such as ESET Inspect, to best identify critical threats and security incidents.

CYBER INSURANCE

As an authorized vendor, ESET security management solutions and services assist organizations in satisfying regulatory standards and insurance criteria.



The process

PROPOSAL PHASE

An initial assessment gathers detailed information about the environment where the service will run. This step is crucial to ensuring that the rest of the process unfolds smoothly and without issues.

A Service Proposal is then created and submitted to the customer, based on the data gathered by deployment engineers.

After confirming the proposal, the deployment team initiates a complete deployment plan that includes a precise schedule to strengthen business continuity.

DEPLOYMENT PHASE

This phase can be performed either remotely or on-site.

If agreed upon during the proposal phase, on-site staff training can start at this time.

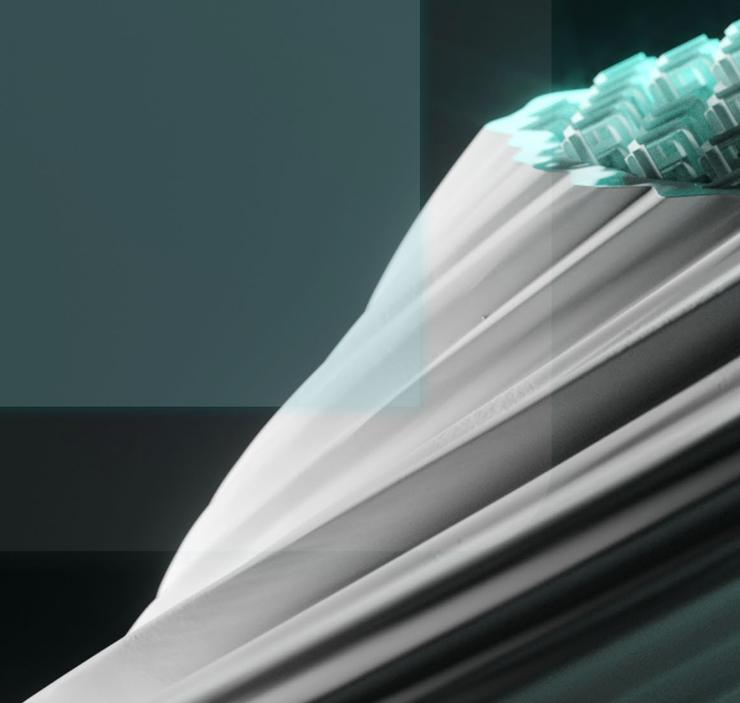
ESET provides a comprehensive description and scope of the service. You'll also receive a deployment manual for any future installations.

This phase is completed once all tasks that are contained in the deployment plan have been completed and accepted by the organization.

POST-DEPLOYMENT PHASE

This last phase includes billing and invoicing—the deployment teams are no longer involved.

Customers are invited to complete a survey to ensure maximum satisfaction and identify any opportunities to improve the service.



The ESET advantage



THREE-STAGE PROCESS

Deployment and upgrade are separated into three distinct phases: proposal, execution and post-deployment. This helps to ensure that all customer expectations are met.



BUSINESS CONTINUITY ASSURANCE

Deploying and/or upgrading products according to a precise schedule determined by dedicated specialists assures greater business continuity and organizational satisfaction.



INITIAL ASSESSMENT FOR NO SURPRISES

A thorough initial assessment is completed before any execution or deployment takes place, helping to ensure that no surprises are discovered after the deployment process begins.



TURN-KEY DEPLOYMENT

You can rely on our engineers to implement ESET security solutions smoothly and with minimum interruption to your organization's operations.



LOCAL SUPPORT

Our service marries local language support with global expertise. To provide outstanding and highly-responsive customer assistance, we offer language support to customers in all corners of the globe, making ESET's offering among the most accessible and easy to use.

The ESET reputation system, LiveGrid® is made up of 110 million sensors worldwide. Hundreds of experienced ESET experts operate across 13 global R&D centers to verify the system's output.

“
We were most impressed with the support and assistance we received. In addition to being a great product, the excellent care and support we got was what really led us to move all of Primoris' systems to ESET as a whole.”

Joshua Collins, Data Center Operations Manager,
Primoris Services Corporation, USA, 4,000+ seats

“
ESET support is one of the best. They implemented a strategy for a district-wide rollout; they created a package that removed (the) old product, replacing it with ESET. Rolling out their product was one of the easiest migrations we ever had to do in our district.”

Hector, Systems Engineer, San Marcos Unified School District, USA,
8,000 seats

Supported products

ESET Endpoint Solutions for
Windows, Mac, Linux, and Android

ESET Inspect

ESET Server Security for Microsoft Windows Server

ESET Mail Security for Microsoft Exchange Server

ESET Security for Microsoft
SharePoint Server

ESET Secure Authentication

ESET Full Disk Encryption

ESET Endpoint Encryption

ESET Cloud Office Security

ESET LiveGuard Advanced

ESET PROTECT

ESET PROTECT Cloud

“

*The implementation was very straightforward.
In cooperation with ESET's well-trained technical staff,
we were up and running with our new ESET security
solution in a few hours.*

”

IT Manager, Diamantis Masoutis S.A.,
Greece, 6,000+ seats

About ESET

WHEN TECHNOLOGY ENABLES PROGRESS,
ESET® IS HERE TO PROTECT IT.

ESET brings over 30 years of technology-driven innovation and provides the most advanced cybersecurity solutions on the market. Our modern endpoint protection is powered by unique ESET LiveSense® multilayered security technologies, combined with the continuous use of machine learning and cloud computing. Backed by the world's best threat intelligence and research, ESET products offer the perfect balance of prevention, detection and response capabilities. With high usability and unparalleled speed, we are dedicated to protecting the progress of our customers, ensuring maximum protection.

ESET IN NUMBERS

1bn+ internet users protected	400k+ business customers	200+ countries & territories	13 global R&D centers
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SOME OF OUR CUSTOMERS



protected by ESET since 2016
more than 32,000 endpoints



ISP security partner since 2008
2 million customer base



Drive your Ambition

protected by ESET since 2017
more than 9,000 endpoints



protected by ESET since 2016
more than 4,000 mailboxes

ISO SECURITY CERTIFIED



ISO SECURITY CERTIFIED

ESET is compliant with ISO/IEC 27001:2013, an internationally recognized and applicable security standard in implementing and managing information security. The certification is granted by the third-party accredited certification body SGS and demonstrates ESET's full compliance with industry-leading best practices.

Why choose ESET?

ANALYST RECOGNITION



According to IDC, ESET is one of the very few vendors who have shaped the industry in 2022 thanks to its industry longevity, technical prowess, research excellence and financial stability.



ESET has been recognized as a 'Top Player' for the fourth year in a row in **Radicati's 2023 Advanced Persistent Threat Market Quadrant.**



The rigorous MITRE ATT&CK Evaluation demonstrated the undeniable qualities of ESET EDR technology and validated the strong vision for ESET Inspect's future.

INDUSTRY RECOGNITION



ESET is recognized for over 700 reviews collected on Gartner Peer Insights

SOME OF OUR TOP AWARDS





Digital Security
Progress. Protected.