



# ESET PROFESSIONAL SERVICES

## Diagnosing and solving the unique information security challenges of your business

**ESET Professional Services** complement ESET's powerful information security software solutions. Our team has the tools and knowledge to diagnose and solve the unique information security challenges of your business. They understand your business, the technologies you employ and the resources you manage, and we can quickly identify issues that require corrective action. We offer a catalog of services that address these actions, from implementation and customization to training and support. ESET Professional Services employ a defined life cycle for each opportunity, and our engagements can be completed either onsite or remotely. Our goal is to help you get the most from your investment in ESET information security products and enjoy safer technology through our computer and software consulting.

## ESET Deployment Services

ESET Deployment Services are for customers requiring onsite or remote engineer assistance implementing ESET security products. This service is focused on deploying software within enterprise environments, displacing third-party solutions, eliminating inconsistent infrastructure services and ensuring complete endpoint protection. A unified management platform and client base will reduce confusion with configuration and systems management practices and ease your administrative overhead. ESET Deployment Service engagements include ESET Rip and Replace, custom Remote Administrator installation, and client upgrade assistance and custom software deployment services.

## ESET Consulting Services

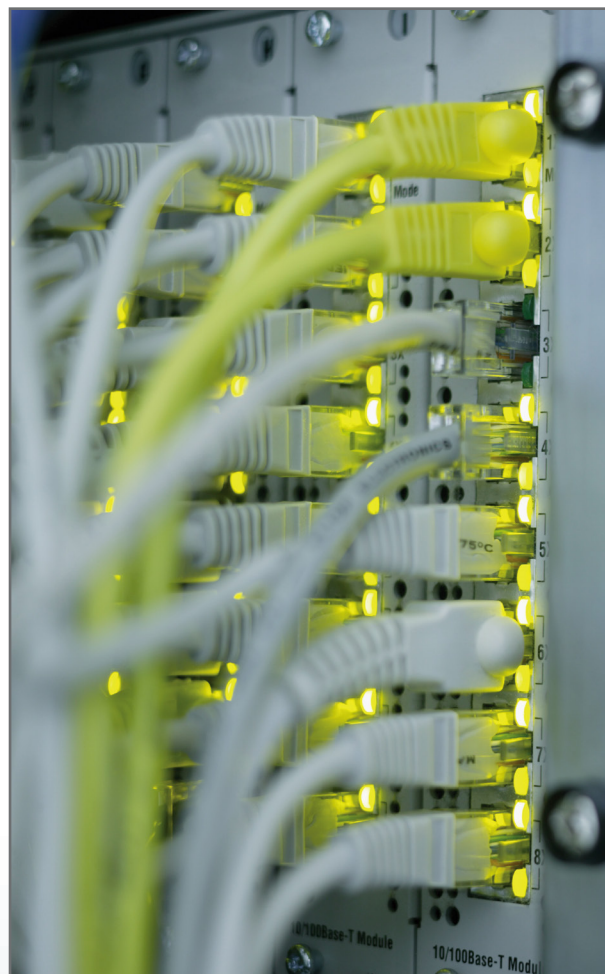
ESET offers professional consulting services for:

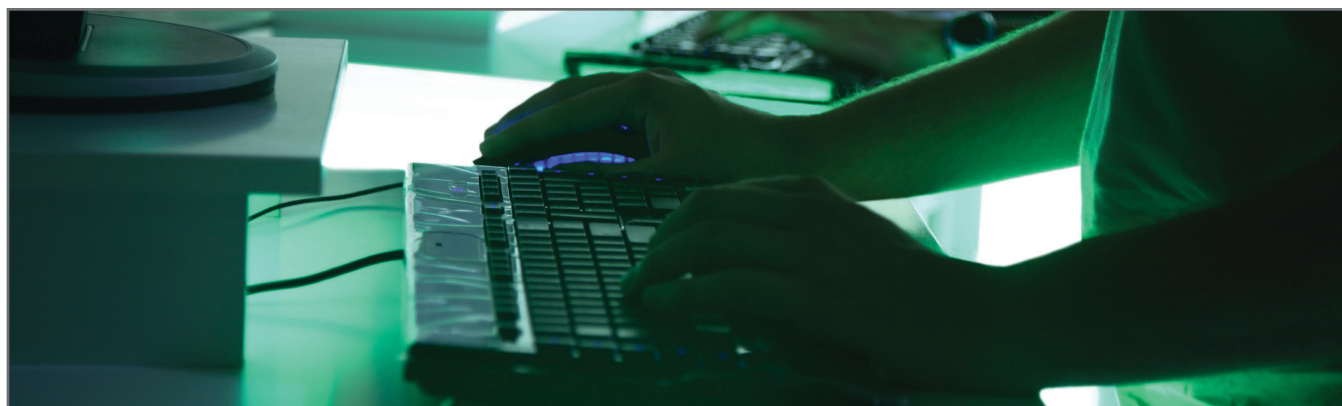
- Administrative scripting
- Software deployment
- Custom reporting
- Technical audits
- Malware removal
- Best practices
- Incident response
- Threat mitigation
- Solution design including computer software

Our custom consulting services can be retained for any length of time, whether the need is for a single hour or long-term support.

## ESET Endpoint Security Auditing Service

ESET Endpoint Security Auditing Service assesses your endpoint security while scanning for hidden malware through our award-winning advanced heuristics technology. By capturing key data from your network's endpoints, ESET Endpoint Security Auditing Service presents an accurate accounting of your threat landscape, enabling you to address security issues before they result in lost revenue.





## ESET Knowledge Transfer Service

ESET Knowledge Transfer Service offers customers instructor-led training. During the session (half-day or full-day depending on need), users will learn the fundamental and functional feature sets of the ESET Remote Administrator and the endpoint security solutions that report to it. ESET Knowledge Transfer Service engagements cover the following topics:

- Remote installation
- Policy management
- Notification management
- Updating
- Configuration management
- SysInspector®
- SysRescue
- Scanning
- Scheduling
- Troubleshooting
- ESET Endpoint Antivirus training
- ESET Endpoint Security training
- ESET Mail Security for Microsoft Exchange training

## ESET Health Check Service

ESET Health Check Service documents environment topologies running ESET endpoint security products. In a single comprehensive report, ESET will make recommendations to help your business achieve the full benefit of your ESET purchase. The service includes the following:

- Hardware and software inventory
- Configuration settings document
- Personnel evaluations
- Remedial recommendations

To learn more, contact ESET sales: +1 (866) 343-3738



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