ESET

Service Specification
ESET Deployment
& Upgrade service

A quick overview – processes, phases and how
to contact us with any questions.

SERVICE DEFINITION

ESET Deployment & Upgrade helps you get the best from ESET business products. We have bundled deployment and upgrade into one service due to their similarities. The main difference is the stage in the product license lifecycle at which each service is usually executed. One service offers simplicity: pricing, licensing and ordering are identical and service delivery workflows are unified.

ESET Deployment offers end-to-end installation and initial configuration of newly purchased ESET products, within your environment, to the scale and extent agreed upon in a service proposal. Your company gets a correctly set up and efficiently running environment for ESET business security products.

ESET Upgrade updates and configures previously deployed ESET products, within your environment and within the scope agreed upon in the service proposal. The upgrade service applies to major version changes, such as upgrading ESET products from v6 to v7 and minor upgrades (e.g. v7.1 to v7.2).

This service can help you tackle challenges such as lack of product knowledge, lack of personnel, infrastructure complexity, business continuity and certification compliance.

PROCESS

1. Order and proposal phase

This phase commences with the initial inquiry about the D&U service. The ESET representative fills in an **Assessment form** together with your IT administrators and hands it over to a Deployment Service Specialist (DSS) for evaluation. If provision of the D&U service delivery is feasible, your ESET DSS prepares an **ESET Service Proposal** detailing aspects like environment schema, endpoint requirements and the scope of the service. The ESET Representative then adds the price to the ESET Service Proposal, which is then sent to your IT department.

Once your IT department approves the Service Proposal, your ESET DSS can proceed prepare a Deployment Plan for you. The Deployment Plan provides details of the service delivery: date and time, connection type and scope of the service. Your agreement to the plan means we can deliver the D&U service. The last activity in this phase is the preparation of a **Deployment Checklist** which lists the preconditions to be met in your IT environment so that the Deployment Execution Phase runs smoothly, without wasting your time.

2. Execution Phase

This phase is relatively straightforward, with the DSS either connecting remotely to your environment or visiting your premises. Deployment or Upgrade then runs according to the agreed Service Proposal. After the DSS has finished with the service execution, they test whether the ESET products in your environment are set up/upgraded correctly. The **Acceptance Protocol** is usually signed by the DSS right after the service execution in order to obtain your consent to the scope and extent of the delivered service.

3. Post Deployment Phase

This phase includes the finalization of billing and invoicing (if not done earlier in the process). Your DSS or the Professional Services Team at ESET HQ might ask for your feedback on the service.
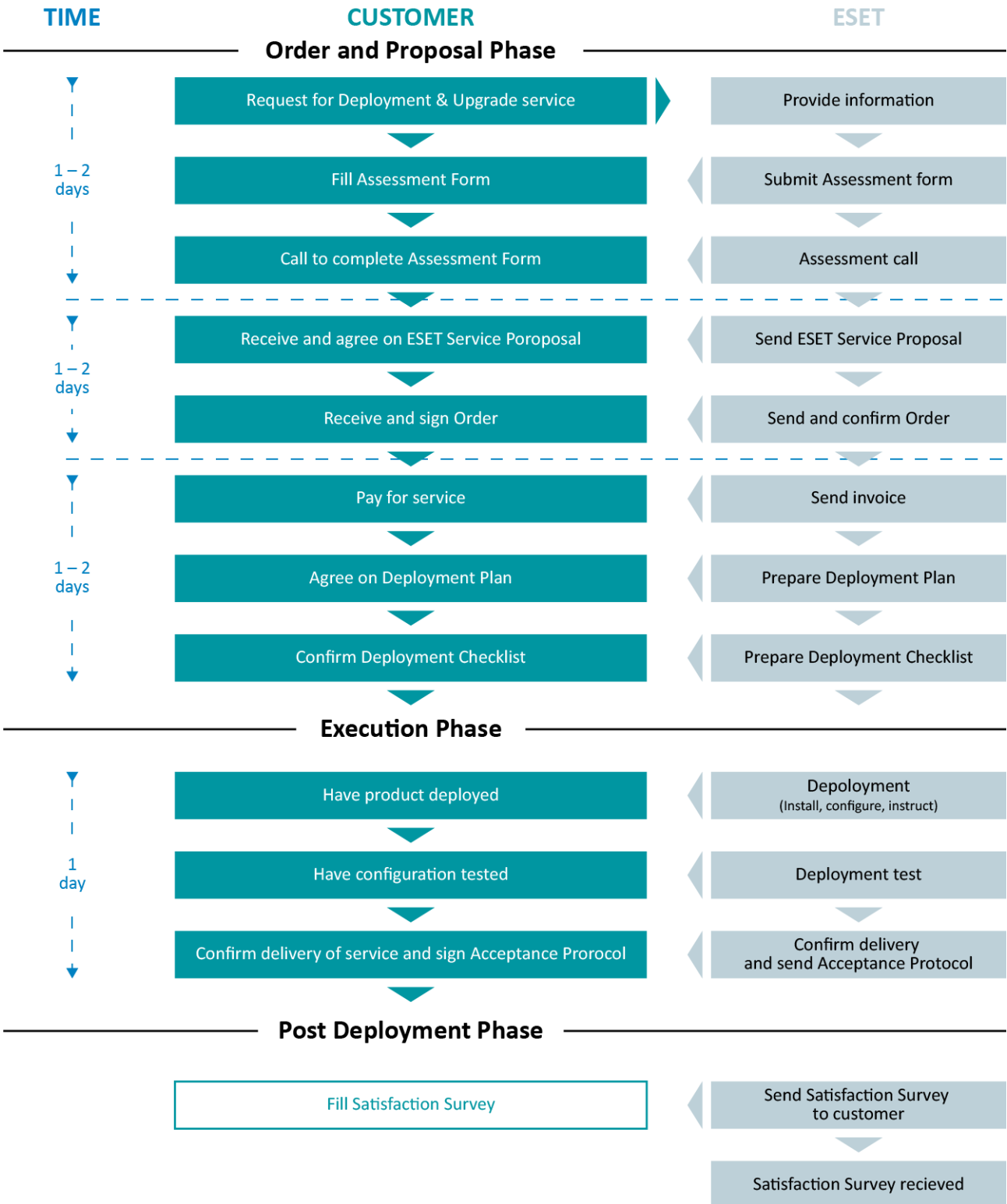
SCOPE OF THE DEPLOYMENT & UPGRADE SERVICE

Our Deployment service is measured in service deliveries. One service delivery accounts for approximately one working day of our Deployment Service Specialist. This time includes not only Deployment or Upgrade execution itself, but also time spent on preparing the ESET Service Proposal.

From our experience, one service delivery is sufficient to deploy or upgrade complete environments for customers with around 100 seats and deploying two ESET Business products. If your organization is larger, the DSS would usually deploy the product to a large enough sample your machines and leave your admin with created installation packages and clear instructions on how to deploy to the rest of their machines. The same applies to the Upgrade part of the service.

If more than one service delivery is suggested by ESET, this will be detailed in your Service Proposal.

PROCESS HIGH-LEVEL OVERVIEW

TIME	CUSTOMER	ESET

Order and Proposal Phase

TIME	CUSTOMER	ESET
	Request for Deployment & Upgrade service	Provide information
1 – 2 days	Fill Assessment Form	Submit Assessment form
	Call to complete Assessment Form	Assessment call
1 – 2 days	Receive and agree on ESET Service Poroposal	Send ESET Service Proposal
	Receive and sign Order	Send and confirm Order
	Pay for service	Send invoice
1 – 2 days	Agree on Deployment Plan	Prepare Deployment Plan
	Confirm Deployment Checklist	Prepare Deployment Checklist

Execution Phase

TIME	CUSTOMER	ESET
	Have product deployed	Depoloyment (Install, configure, instruct)
1 day	Have configuration tested	Deployment test
	Confirm delivery of service and sign Acceptance Prorocol	Confirm delivery and send Acceptance Protocol

Post Deployment Phase

CUSTOMER	ESET
Fill Satisfaction Survey	Send Satisfaction Survey to customer
	Satisfaction Survey recieved

CONTACTS AND COMMUNICATION CHANNELS

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