



VIPRE Site Manager, Webroot GSM and ESET MSP Administrator Comparison

The following report was conducted by the [Tech Writers Bureau](#) staff of technology reviewers, editors and writers during January of 2019. It compares features from VIPRE Site Manager, Webroot GSM and ESET MSP Administrator.

Features present in all products were directly compared, with emphasis on the user interface and the usefulness of the products within managed service provider environments. Each element was ranked against the others, with a winner declared in each category. A chart compiles the results and names an overall winner for Managed Service Providers (MSPs).

In addition to TWB professional reviewers, a focus group consisting of three people from the target market was convened. The group spent a total of 12 hours working with the three programs over two days, directed by TWB technical staff. They were asked to record their thoughts regarding the various features. One member came from a technology reseller. One works in IT for a medium-sized managed service provider. The third works in the billing and accounts division for a major managed service provider. While their comments did not affect grading, having their perspective gives a good “person on the street” type view from within the targeted community of users.

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All information contained within this report is strictly confidential and property of VIPRE.

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Executive Summary

Three endpoint protection suites aimed at MSPs were tested using the most up-to-date versions of those suites as of January 2019. This included VIPRE Site Manager, Webroot GSM and ESET MSP Administrator.

The professional reviewers and technologists focused on core elements of each suite that are most needed by MSPs. This included adding tenants to the system, deploying agents, billing clients and general ease-of-use functionality. In every case, a winner was declared along with a detailed analysis as to the reasons for the victory in that category.

At the conclusion of the testing, it was determined that VIPRE Site Manager was the overall winner due to the fact that VIPRE swept most of the individual categories and also because it was found to be the most consistently easy to use, with features specifically designed for the MSP community.

The following chart shows the individual winners in each tested category.

Tested Feature	Winning Platform
Initial Program Setup	VIPRE Site Manager
Adding Site Administrators	Webroot GSM
Adding Tenants to The System	VIPRE Site Manager
Deploying Agents on Client Sites	VIPRE Site Manager
Billing Client Sites and Tenants	VIPRE Site Manager
Dashboard Usability – Working with Client Sites	VIPRE Site Manager
Overall Best Program for MSP Environments	VIPRE Site Manager

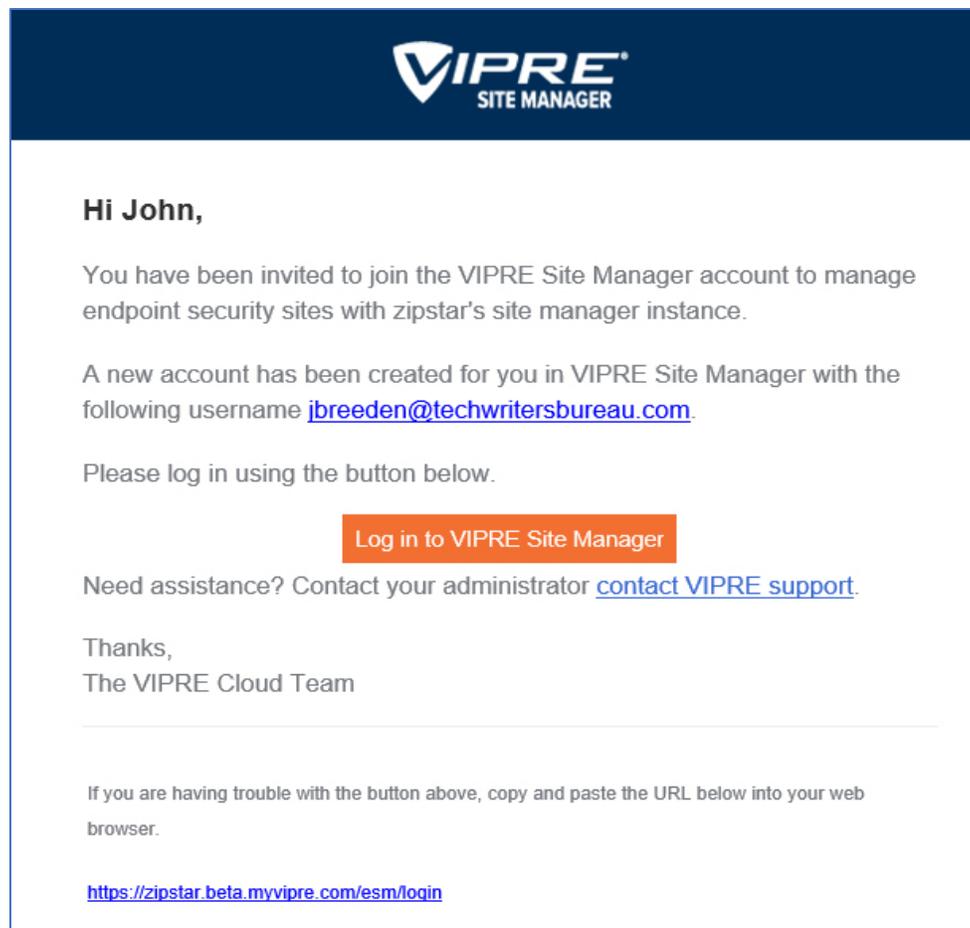
In addition to review results, comments from the focus group that are relevant for each category were collected. They can be found at the conclusion of each chapter. Although they did not directly contribute to the review results, their comments are useful observations made by those working in within the target audience.

Initial Program Setup

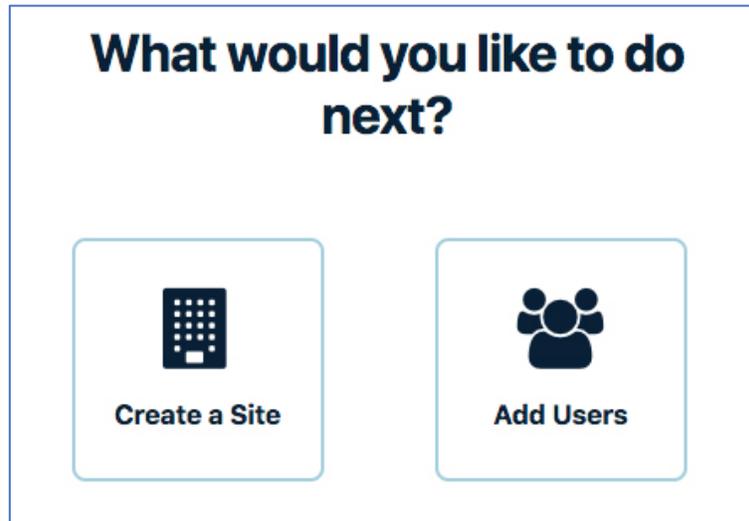
VIPRE Site Manager

Although all three of the products tested had relatively easy initial sign-up procedures, only VIPRE Site Manager seemed specifically designed to make it simple for MSPs to begin working with the products. Getting it up and running took less than five minutes, broken down into just two steps. The VIPRE trial was also fully-functional, limited only by time.

To initiate a trial, users can navigate to vipre.com where a free Site Manager trial is accessible from numerous locations. After completing the trial form, an e-mail is sent and the trial can begin. There is little difference between the setup of VIPRE Endpoint Security – Cloud Edition and Site Manager. One member of the focus group, familiar with VIPRE Endpoint Security – Cloud, commented that they were surprised how easy it was to setup the distinctly feature-rich, Site Manager solution. All three members of the focus group expressed some level of disbelief at how simple the process was.



Once configured, Site Manager presents users with a dashboard showing all the functions available. At first, Site Manager, as do the others, features a blank dashboard as no sites or users have yet been added. However, once the user begins adding client sites or system users

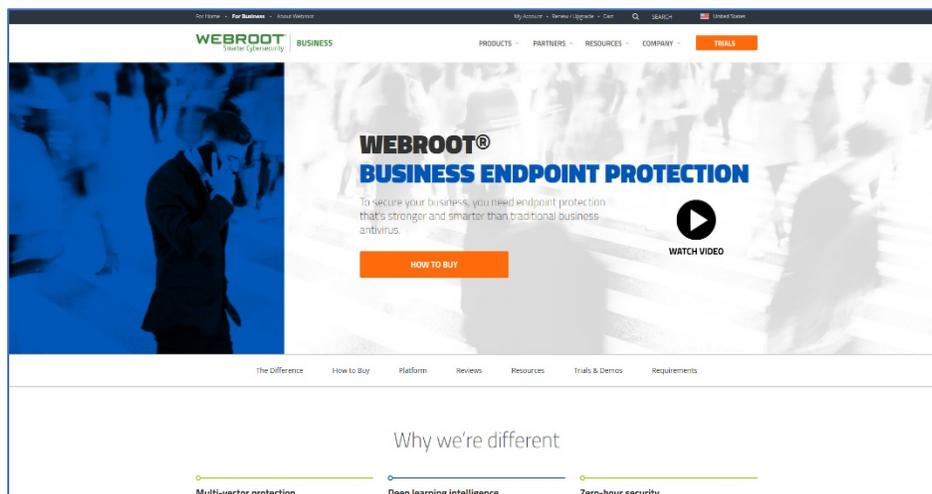


(both features are specifically evaluated later in this report) the process could not be more simple, highlighting the consistent ease-of-use functionality of Site Manager.

While there is no specific tutorial guiding users through this process, at least not directly within the product, reviewers felt that it was unnecessary given the extremely easy setup process. In fact, every member of the focus group was able to begin adding administrators and client sites without any guidance or instruction from TWB moderators.

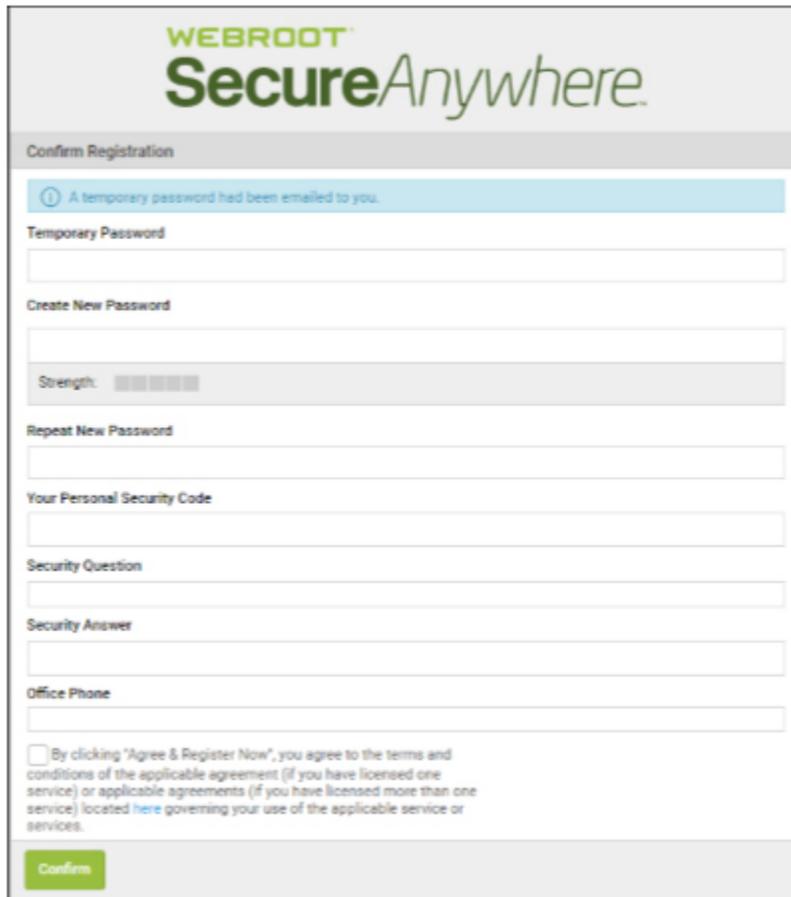
Webroot Global Site Manager (GSM)

The Webroot GSM initial setup is more complicated than it needs to be. From the main product page, there is no immediate indication that a trial is available. The site seems designed to tempt



both MSPs and standalone businesses to contact a sales person instead of easily providing access to a trial.

Once the trial area is located, users must set up security questions along the lines of “What is your grandfather’s middle name?” which are probably better suited as an activity once they decide they want to move forward with purchasing the full product. A password/security code is generated which must be copied and pasted, along with the answer to the security question when the installation e-mail arrives. It took nine minutes for the Webroot server to send that mail.



The image shows a screenshot of the Webroot SecureAnywhere registration confirmation page. The page has a light gray header with the Webroot logo and the text "SecureAnywhere". Below the header, the page is titled "Confirm Registration". A blue notification bar at the top states: "A temporary password had been emailed to you." Below this, there are several input fields: "Temporary Password", "Create New Password" (with a strength indicator), "Repeat New Password", "Your Personal Security Code", "Security Question", "Security Answer", and "Office Phone". At the bottom, there is a checkbox for terms and conditions and a green "Confirm" button.

When the e-mail arrives, users have to generate a new password for their account, which follows strict password rules regarding characters, capitalization and alpha-numeric characters. It’s odd that they generate the initial password/security code at all, since it is only valid for a few minutes and seems like an extra step.

Once installed, Webroot GSM drops users into an empty console interface where they can begin setting up sites, adding users or performing other administrative tasks. One important thing to note is that the console seems to have single businesses with only one group of

computers to manage as the default configuration. Moving to the actual GSM part of the product takes an additional step which may not be completely obvious.

In general, while the Webroot GSM is not overly difficult to configure for a trial or a full account (the processes are nearly identical), it is time-consuming. A few steps along the way might be confusing for some customers.

ESET MSP Administrator

ESET MSP Administrator (EMA) reviewed here is a replacement for the older MLS (Managed Licensing Service) platform. In a few cases, documentation still refers to MLS features and nomenclature. This oversight tended to confuse, or at least hinder, at least one or two members of the focus group at every stage of the testing. While this problem is easily resolvable, it does highlight the fact that EMA is a rip and replace upgrade for MLS and not a product built from the ground up to be homogeneous throughout the entire interface. This was a little bit of an ongoing theme with EMA, though it did not overly affect the grading process.

And while ESET does offer free trials of its main business endpoint product, getting a look at the MSP platform requires contacting ESET sales and asking for a trial. The TWB was able to obtain a trial version through one of our partner businesses so that the evaluation process for this review was not disclosed (and thus neither the professional reviewers nor the focus group got any special treatment).

The screenshot shows the ESET website's partner application form. The header includes the ESET logo, navigation links (HOME, BUSINESS, DOWNLOAD, EXISTING CUSTOMERS), and contact information (CONTACT SALES, 1-844-824-3738, MON - FRI, 9AM - 5PM PT). The form is titled 'Apply to be an ESET Partner!' and includes a 'What to expect' section with three steps: 1. Expect a call from an ESET rep within the hour; 2. A team member will assess needs and review partner options; 3. Sign you as a direct partner or introduce you to a distributor. Below this is an email address: partnerservices@eset.com. The form fields include: First Name*, Last Name*, Email*, Phone*, Company Name*, Address*, City*, State* (dropdown), Zip or Postal Code*, Country* (dropdown, currently set to United States), Number of Endpoints Managed* (dropdown), Website*, How did you hear about us?* (dropdown), and Business Model* (radio buttons for Value Added Reseller, Distributor, and Managed Service Provider). A green 'APPLY NOW' button is at the bottom.

To their credit, the ESET sales staff reviewed our partner application and responded back to us in 52 minutes. They walked us through the setup process and did most of the work in terms of configuration of our trial. While this was helpful, the extra step of having to talk to sales people, whose job it is to sell, is likely not going to be all that enjoyable.

Given that both VIPRE and Webroot manage to automate this process, and the fact that the target audience is technically savvy, having the human-to-human contact seems like a way to expose potential customers to a hard sales push more than a way to enable a smooth initial installation.

Professional Declaration: The winner in the initial setup process category is clearly **VIPRE Site Manager**, with Webroot GSM coming in second. However, the race he was not all that close. Webroot GSM has what could be considered a typical installation process while VIPRE has greatly simplified the process making it practically plug and play. ESET, while mostly being setup by the company, requires additional interaction that is, based on our experiences with VIPRE and Webroot, unnecessary and seemingly designed to push the sales process. Mistakes in some of the installation and reference material that refers to a previous product only adds to ESET's woes in this area. As such, there are three clear tiers in terms of ease of installation with VIPRE easily on top, Webroot a ways behind, and ESET a distant third.

What the Focus Group Said

"I can't believe that I'm already finished setting up VIPRE Site Manager. You gave us five minutes to complete this step, and I'm done with four minutes to spare!"

"Setting up Webroot seems too convoluted. I just know that after I enter all of this personal information that I am going to get a sales call. I just want to evaluate the product and try it for myself, and then I will contact them if I'm interested."

"I'm glad that you set up the ESET instances for us to test. I would never call a company and ask for a trial of their software, and would need to get permission from my manager to even do something like that. Let me work with the program and learn about it anonymously at first, and then I'll reach out to my managers about a full trial if you impress me."

"I have worked with the VIPRE cloud endpoint product before. Setting up Site Manager was easy for me because it's exactly like the same process."

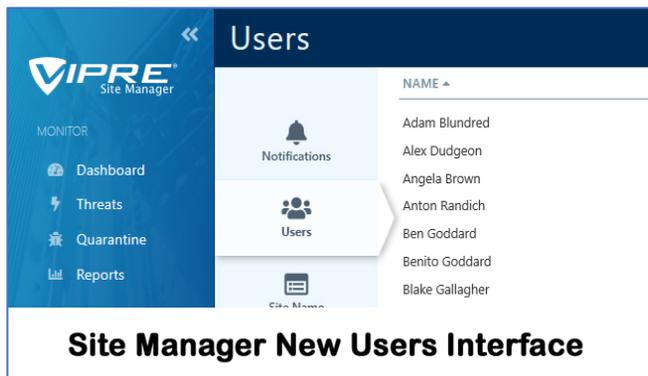
Adding Site Administrators

The first thing most MSPs will want to do with a new management platform is to set up all of the administrators who will be maintaining it.

VIPRE Site Manager

Adding users to VIPRE Site Manager is extremely easy. With only two clicks (System and Users) from the main dashboard, one simply clicks the Add User button.

One thing that might be confusing to new administrators is that the interface to create a new user for Site Manager and that to create individual, managed sites is nearly identical. At first, this probably won't matter because there aren't any sites in a brand new installation. However, once Site Manager is actively monitoring client sites, it would be somewhat easy to overlook which area the user is in when adding new sites, the administrator section or a client site.



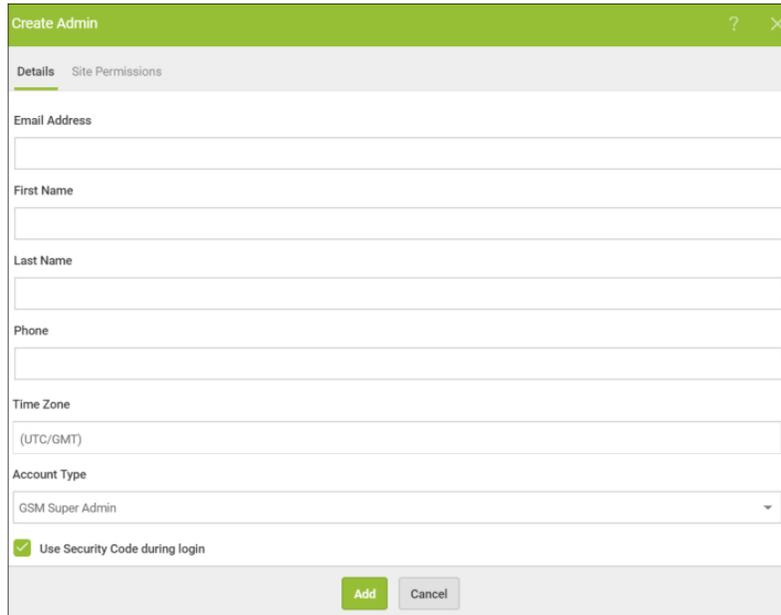
There are subtle differences, including different shades of blue and the placement of the logo, but they are similar enough that a mistake could easily be made. For example, one person in the focus group did accidentally create a new client site when they wanted to create an administrator for Site Manager.

When adding new users to Site Manager, there is an option to make them either an administrator or an analyst. Administrators have broad rights to perform specific tasks such as adding more users, while analysts are restricted to mostly read-only functions. However, both administrators and analysts have full super-user permissions on any client site and can make use of single sign-on to access any of them.

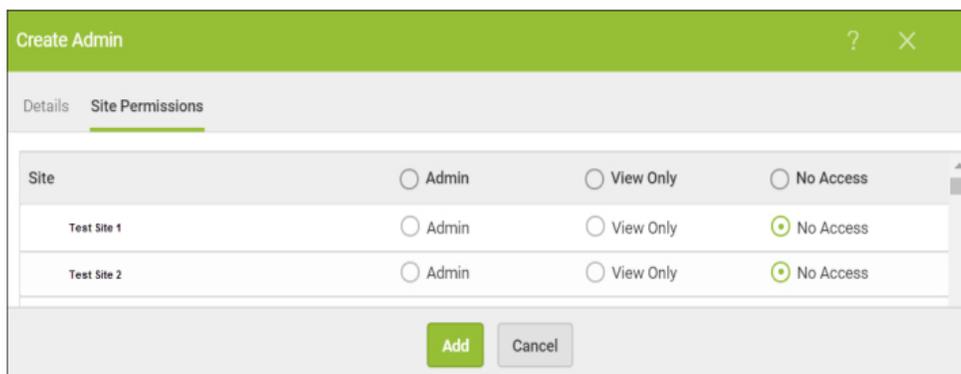
While the user interface is extremely easy to use, it might be a bit too simple for such an important function. The focus group user from the large MSP stated that there were some roles in his organization which would not exactly match the options provided to configure users in Site Manager.

Webroot Global Site Manager (GSM)

Adding new administrators to the Webroot GSM console is extremely easy. It is two clicks down from the main menu (Admins and then Add). Once there, the Create Admin interface comes up where things like e-mail address and contact information can be filled in for the new user.



In the Account Type field, GSM offers three levels of access. The GSM Super Admin can access all sites, and add, remove and edit other admins. The GSM Limited Admin can only view GSM sites while the Site Admin Only option allows that user to only view a specific site or sites to which they've been given view permissions.



Site	Admin	View Only	No Access
Test Site 1	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Test Site 2	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

If the new user is not a GSM Super Admin, then the sites they can access, or view, must be defined under the Site Permissions tab. This is an extra step, but provides a lot of control over which admins can and can't access specific client sites. If such specific functionality is not

required, all users can simply be made Super Admins. Focus group members were particularly pleased with this level of functionality, and the ease of which the interface was presented.

ESET MSP Administrator

Managing users with ESET MSP Administrator is a fairly complicated process, not so much because of the interface provided, but more so due to the logic behind user permissions. Even after our professional reviewers learned how to program user permissions so that proper permissions could be assigned, mistakes were still made. The focus group members had a lot of trouble with this and one person simply gave up.

Getting the process started is fairly easy using the Users tab from the main interface. Filling in the first and last name fields is standard, however from there it gets complicated. New ESET MSP users are assigned in a hierarchical fashion where tasks included in levels below are included in levels above, and each user level has different rights. Basically, no user can access any records that are not tied to their Company level or lower. However, permissions still operate within the scope of the assigned Company level (or are restricted from doing so), even if that is counter to overall permissions. For example, a Write user on an MSP Company level will not be able to create secondary companies and sites because that company type does not support it.

ESET provides a chart that attempts to show the horizontal and vertical permission levels, as well as the hierarchical relationships that must be considered for new users. While the chart is somewhat straight forward, in practice, assigning new users is not.

Type	User Permissions
Admin	<ul style="list-style-type: none">• Read/Write all records (Company, User, Sites, License) for their own Company and descendant companies.• Create users of type Admin, Read, or Write for their own Company and descendant companies.
Read	<ul style="list-style-type: none">• Read all records (Company, User, Sites, License) for their own Company and descendant companies.
Write	<ul style="list-style-type: none">• Write all records (Company, User, Sites, License) on descendant companies. Write Sites and Licenses for their own Company. Read users on their own Company.• Create users of type Admin, Read, or Write on child companies.

The bottom line is that ESET has taken the first or second thing a user will do when installing the product and made it overly complicated and not user-friendly.

Professional Declaration: In this category, **Webroot Global Site Manager** strikes the best balance between ease-of-use and functionality. It allows MSPs to assign specific permission levels to both the top level site manager program and individual client sites using an easy to use interface that requires little explanation other than showing where the triggering buttons are located.

VIPRE Site Manager is also extremely easy to use, but lacks the finesse and fine control available in the Webroot GSM offering. With a little tweaking, this functionality could be added which would likely put VIPRE back on top.

The ESET MSP Administrator completely overcomplicates what should be a simple process. Whether because it is not built from the ground up and is instead modifying a less functional offering, or because of a lack of user testing, it places a critical stumbling block in way of new users that simply does not need to be there.

What the Focus Group Said

“I like how the VIPRE product allows me to configure a client account when I spin up a new site.”

“Webroot GSM has all the permission levels that I need when creating a new user. We have several tiers of technical staff working in the MSP, and GSM would let me accommodate all of them without worrying about someone with too many permissions.”

“I don’t understand how to create new users with ESET MSP. I’ve looked at the documentation for 30 minutes and experimented with the program. But I keep getting it wrong. Truthfully, I would not even know at this point if I set a user’s permission right.”

“I like how easy it is to create users with VIPRE, but they don’t have all of the permission levels that I need.”

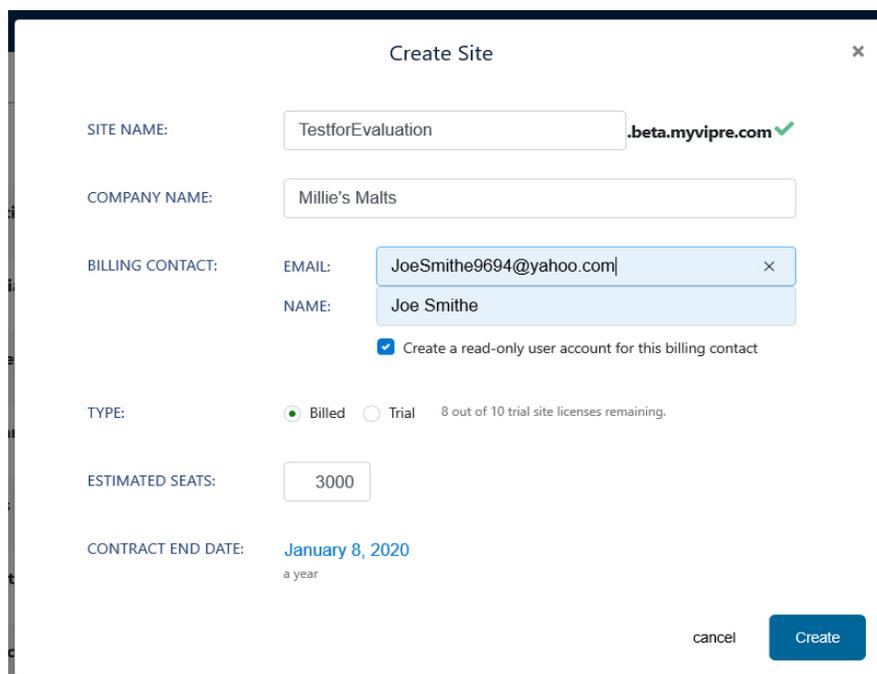
Adding Tenants to the System

The second step once configured is likely going to be adding tenant sites or clients to be managed by the platform.

VIPRE Site Manager

Adding tenant sites is extremely easy with VIPRE Site Manager. Simply click on the Create Site button to bring up the appropriate menu.

Adding the name of the site in the top field creates an independent domain where that site can be managed directly if desired. As a special feature, there is a check box that allows MSPs to automatically create a read-only user account for the client. This will allow their clients to log in and see how their site is performing. This is in addition to the automatic reports that can be generated and allows the client to have full visibility into the protection the MSP is offering.



The screenshot shows a 'Create Site' dialog box with the following fields and options:

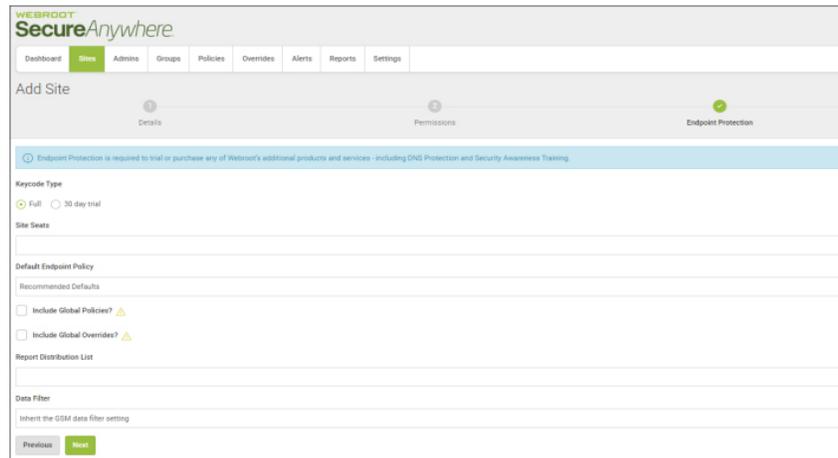
- SITE NAME:** TestforEvaluation .beta.myvipre.com ✓
- COMPANY NAME:** Millie's Malts
- BILLING CONTACT:**
 - EMAIL:** JoeSmithe9694@yahoo.com
 - NAME:** Joe Smithe
 - Create a read-only user account for this billing contact
- TYPE:** Billed Trial 8 out of 10 trial site licenses remaining.
- ESTIMATED SEATS:** 3000
- CONTRACT END DATE:** January 8, 2020
a year

Buttons: cancel, Create

Also, MSPs have the option of creating a fully billed client site or providing their customers with a 30 day trial. Trial sites are limited to 50 seats and up to ten trial licenses at any one time, but those clients are fully protected. This great additional feature allows MSPs to demonstrate their endpoint protection service and the efficacy of VIPRE. One focus group member commented that they would immediately give their clients trial versions to see if they wanted it added to their MSP contract as an extra service.

Webroot Global Site Manager (GSM)

Adding sites to Webroot GSM also begins by clicking on a single add site button. Webroot takes a slightly different approach from VIPRE in that much of the later configuration settings such as policy enforcement are completed during the site creation process via a series of drop down menus. This includes things like DNS protection, global policy application and even peripheral features like if the client site will be eligible to participate in the Webroot security training programs.



The screenshot shows the 'Add Site' configuration page in the Webroot SecureAnywhere interface. The page has a navigation bar with 'Dashboard', 'Site', 'Admins', 'Groups', 'Policies', 'Overrides', 'Alerts', 'Reports', and 'Settings'. Below the navigation bar, there are three tabs: 'Details', 'Permissions', and 'Endpoint Protection'. A blue banner at the top of the configuration area states: 'Endpoint Protection is required to trial or purchase any of Webroot's additional products and services - including DNS Protection and Security Awareness Training'. The configuration options include: 'Keycode Type' with radio buttons for 'Full' (selected) and '30 day trial'; 'Site Seats' with an empty input field; 'Default Endpoint Policy' with a 'Recommended Defaults' section containing two checkboxes: 'Include Global Policies?' and 'Include Global Overrides?'; 'Report Distribution List' with an empty input field; and 'Data Filter' with a checkbox for 'Inherit the GSM data filter setting'. At the bottom, there are 'Previous' and 'Next' buttons.

Webroot additionally offers the ability to create a fully billed site or a 30 day trial. The interface is easy to use, but focus group members commented that some decisions they were asked to make during site creation might be better handled later in the process. Webroot does allow users to go back and edit choices after the fact.

While the interface is clean and easy to use, having too many choices about specific protection elements in the site creation process may muddy the waters too much for what should be a very basic first step in getting sites ready to protect.

ESET MSP Administrator

Creating sites using ESET MSP Administrator is overly complicated. Focus group members spent an average of 15 minutes longer learning how to properly create new sites using the main interface compared to Webroot, and 20 minutes longer compared to VIPRE.

The crux of the difficulty seems to be that in previous versions, users would create one overall internal site to manage all of the client sites. This is not unlike the top level view in both VIPRE and ESET. In the newest version, you need to create a management account for every new client site.

By default, users are still creating a top-level domain where clients can be managed, but only in a fairly counterintuitive way which will be explained further in the dashboard evaluation section. Again, the fact that ESET is offering an MSP solution seems almost bolted on, and this is especially clear when trying to add new sites.

Professional Declaration: The winner for ease of use when adding new sites or tenants to the system for protection is clearly **VIPRE Site Manager**, which makes it easy to get sites up and running without getting bogged down in details that are better handled or added, if needed for a particular client, in other areas.

Webroot GSM is also easy to use, but having to decide peripheral questions such as if a client will be allowed to undertake security training right from the initial setup process is unnecessary. In this category, they came close to tying with VIPRE, but still came in second with both the professional reviewers and the focus group.

ESET MSP Administrator is, quite frankly, a mess. Everything that could be done to make it more complicated and difficult to use seems to have been included. Compared with the streamlined interface offered by VIPRE, it's like night and day. Even the overly-complex Webroot GSM interface is more efficient compared with ESET when creating new sites.

What the Focus Group Said

“VIPRE Site Manager does what it says on the tin when building out new sites, and that is what I want. I need to get them started and into the system so that I can move to deploying agents and configuring policies. This is a maintenance type of step that is best over with quickly.”

“Webroot GSM is pretty easy to use. I felt like they asked me too many questions, but I was able to deploy sites easily enough.”

“I love how VIPRE Site Manager lets me provide a free trial to my clients. They must have faith in their product to allow that to happen.”

“Being able to create a read-only account for clients to check out is a nice feature with VIPRE, and all with a single check box!”

“I don't get ESET MSP Administrator at all. Perhaps if I had days to study the documentation I might be better at it, but I just don't want to deal with them anymore.”

“ESET MSP Administrator is a perfect example of programming by committee.”

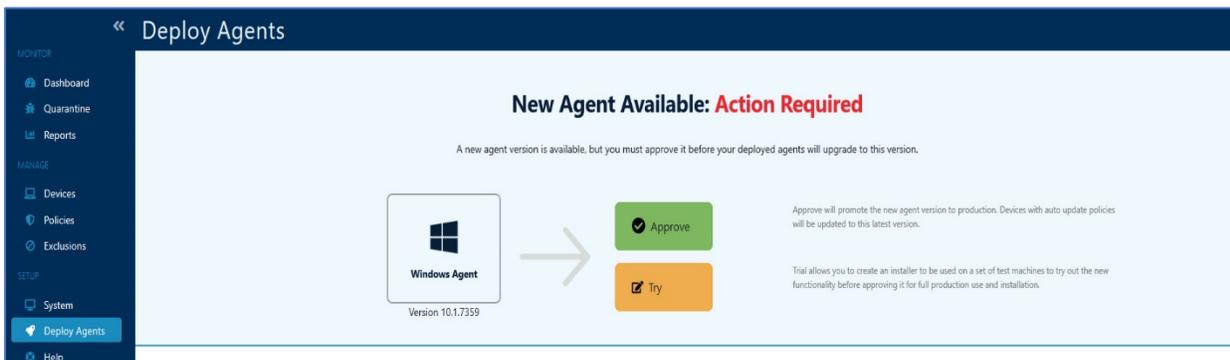
Deploying Agents on Client Sites

Agents are required for all three products to operate properly, and it's critical that this process be streamlined as much as possible. Not only is billing dependent on being able to protect endpoints with those agents, but so is the entire fabric of the MSP and client relationship.

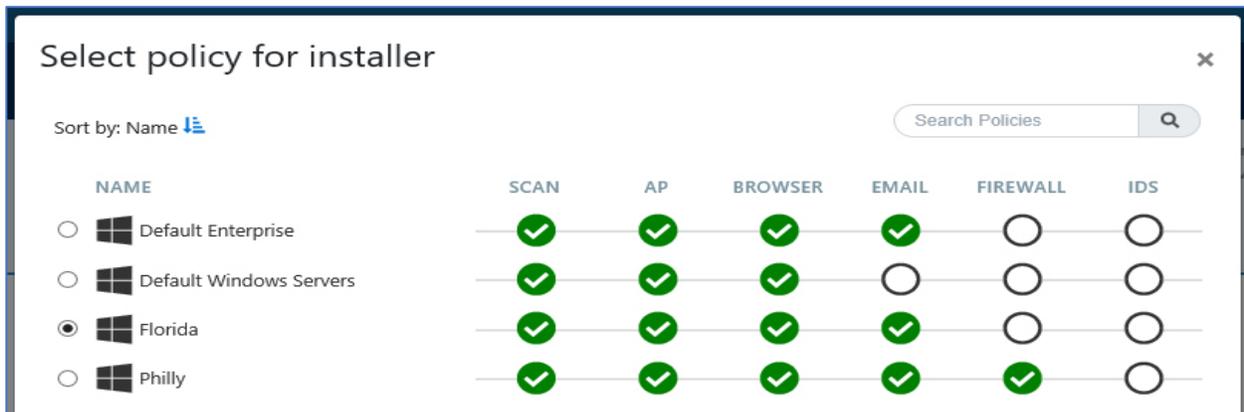
VIPRE Site Manager

VIPRE Site Manager agent deployment is easy and intuitive with a default agent available with full functionality. As well, the main management console keeps track of agents deployed on client sites, making sure they stay up to date automatically.

For example, during our testing, a new version of VIPRE agents became available. We were alerted to this under the agents tab and asked to approve deployment of the new agents. Any machines that had auto-updating allowed turned-on automatically updated once approved. There was also the option to create a physical version of the new agent which could be deployed on test machines to ensure functionality. This was a nice extra, empowering precise agent management.



In addition to using the default agent, we could create specific agents for our client environments. For example, if one client did not require IDS or e-mail protection, it could be



specifically disabled for their agents. And because the agent configuration is taking place within the client's specific environment, even within their own individual microsite, there is little chance of confusion when it comes to deploying specific agents. Agents can be physically deployed on the clients using an installer application or users can be invited to install the agent using e-mail.

Webroot Global Site Manager (GSM)

Webroot GSM allows manual installation of their WSAB-EP agents on Windows clients and servers using an EXE file or with an MSI package. It also works with Mac OS computers using a DMG package.

Webroot takes the security of agent deployment seriously in that all agent deployments must include a site's keycode. This is apparently to ensure that client machines are part of a billable package. While this might ensure that no client machines escape a billing count, it adds an extra step that is not really necessary given the ability to monitor clients after the fact. In any case, once configured, agents can be installed silently on clients and that process went extremely smoothly. We didn't have as much control initially over the WSAB-EP agents as we did with the VIPRE agents, but their functionality could be edited later from the main interface.

ESET MSP Administrator

ESET MSP offers a preconfigured agent (currently called Agent 6.0) that works with any Windows server or client endpoint. It also offers a batch file process for installing agents on multiple computers within client managed sites. It even has a deployment toolset available where you can create a custom installer for a unique environment, or environments with unique protection requirements.

In general, the agent deployment process went smoothly, though the interface was more program-like and less like the GUIs found in both the Webroot and VIPRE offerings.

Professional Declaration: The winner for this critical component is **VIPRE Site Manager**. It provides the best balance between deep functionality and ease of use with a nice top-level interface. Webroot GSM is also good, and the ability to create Mac clients could be a deciding factor for MSPs that need to provide Mac environments for their clients. There is nothing wrong with the ESET MSP interface, but it also does little to differentiate itself from the other offerings.

What the Focus Group Said

“I like how I can configure the VIPRE Site Manager agents with the radio button interface. It would be pretty difficult to mess that up given that you can look at the full configuration line before you generate the agent. This makes it a task that could be assigned to interns or entry level IT staffers.”

“It’s nice that VIPRE remembers that agents should not always be fire and forget. While I hope that new versions of agents are rare, if new or more efficient functionality becomes available, I expect the product to alert me to this fact. Automatic deployment is just a bonus.”

“I know that at my MSP, we mostly provide Windows environments plus some Linux. But we do have a few clients that use the Mac OS for things like simulations or raw number crunching, which I think they might be better at. For them, I suppose I would need to choose Webroot GSM as the other two options don’t seem to support it.”

“I love the deployment tool provided by ESET MSP Administrator. It was very easy to use. I think I spent much less time deploying agents on my test sites with ESET because of that.”

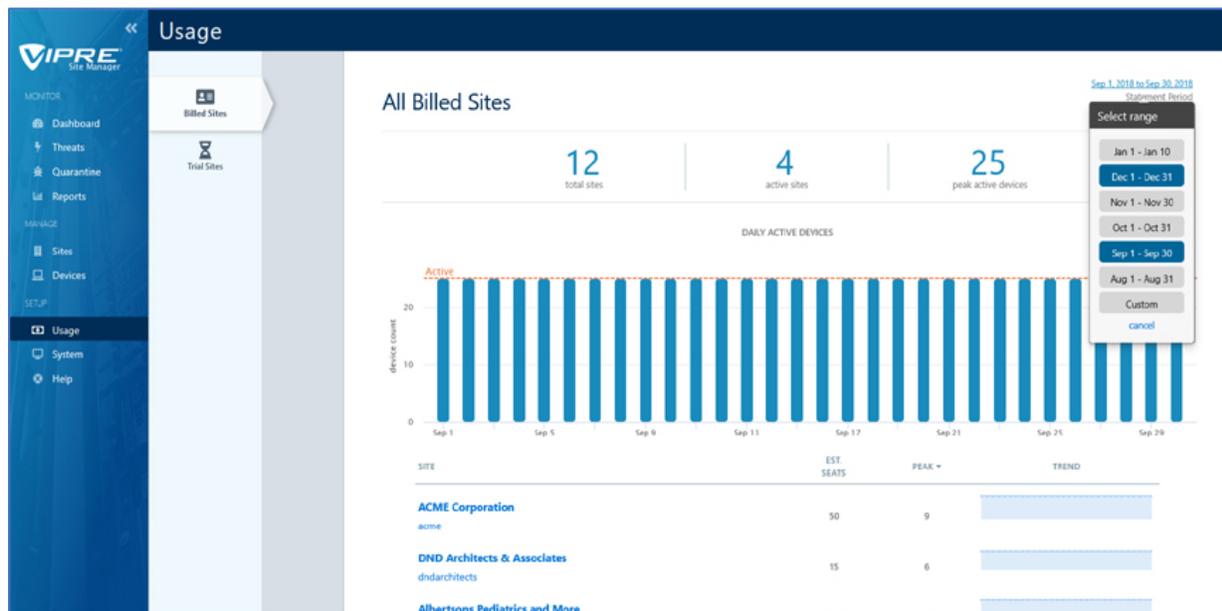
“Although I don’t think it would get used too much, having the mail invite option is a nice extra with VIPRE. There are a few clients who might want more control of their environments, and this is a nice way to provide it, letting them approve the agent deployment.”

Billing Client Sites and Tenants

Once all the administrators are set up and sites to be managed have been created with deployed endpoints, it's time to look at how clients will be billed. This is obviously a critical component and one of the biggest ways the MSP versions of all three reviewed products differentiate themselves from their standalone instances. In fact, one could make the case that how each of these products handles billing is the most important factor for an MSP as it can greatly reduce unnecessary labor and also help to find areas where costs can be recovered and work can be streamlined.

VIPRE Site Manager

VIPRE Site Manager seems to have been created from the ground up for use by solution providers offering managed services. All of the billing and reporting functionality is fully integrated into the main console. Billing is accessible from the Usage tab at any time and covers whatever range of time an administrator needs to see. Administrators can also generate detailed reports as a .CSV file, either on the fly or on set intervals. These files can be shared internally with MSP billing staff or with customers to help them see how they are being protected.



In a brilliant move, MSPs are not billed for devices that no longer check in with the VIPRE console. Instead, VIPRE uses high water mark billing which records the highest number of devices that were managed on any day that month. Because of this, MSPs don't need to worry about deploying protection and agents on endpoints that are only rarely used. If they are not used during the month, they won't be billed. And in the case of cloud or virtualized instances,

MSPs don't need to manually remove them from the console if a host machine is erased or decommissioned.

This is a very fair and accurate way to bill MSPs and would allow scrupulous MSPs to pass that efficient billing on to their client. Sites that are in trial mode are not counted as part of the billing process.



The interface is configured so that at the top level, MSPs can see the combined high water mark billing period for every site that they are managing. They can then drill down to see how individual sites are contributing to those totals. No drill down menu is more than one click away from the top-level selection.

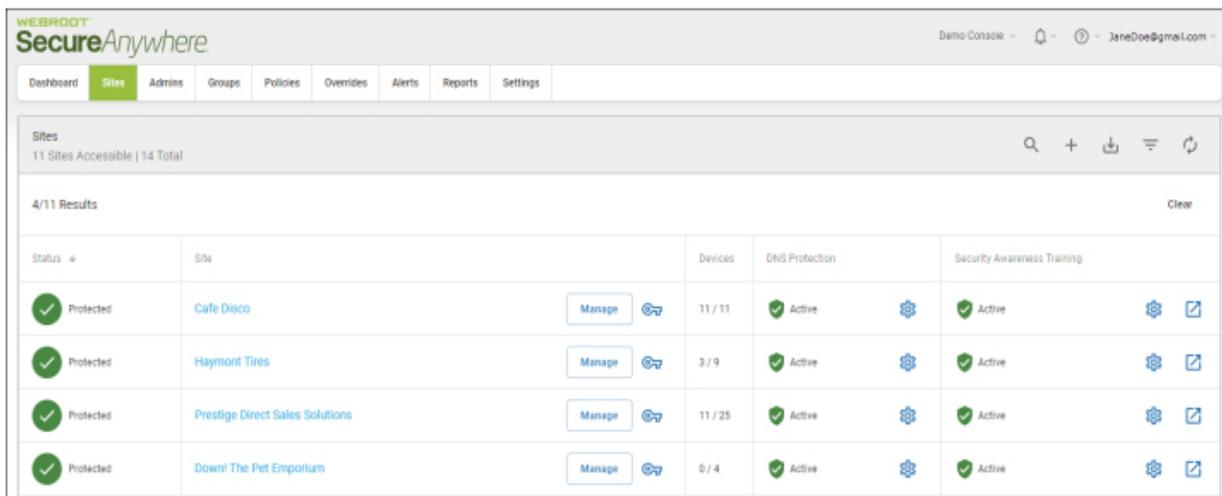
And while the main interface provides a good window into billing at any one point, much more detailed .CSV spreadsheets are available. They can be generated as needed, or users can set various reports to activate at specific times, such as leading into the end of month billing cycle.

Reports are configured under the System and Notification tab, and like most everything else with VIPRE Site Manager, are handled with easy-to-use radio button choices. Members of the focus group were fairly proficient with VIPRE Site Manager by the time they started working on billing, and were able to program advanced functionality like detailed report generation without any further instruction.

Webroot Global Site Manager (GSM)

The Webroot GSM console is a modified version of their business console designed for single users. Only instead of using the business console, MSPs with multiple sites would instead load the GSM console.

Webroot offers a lot of flexibility in what the GSM console displays. They can create one console for each client or even multiple consoles. Some of the information that could be displayed includes users, devices and threats, and a large number of filters are available that allow different information to be displayed after a console is created. Consoles can be additionally tied to user permission levels, so certain users can be restricted from viewing certain consoles.



The screenshot shows the Webroot SecureAnywhere GSM console interface. The top navigation bar includes 'Dashboard', 'Sites', 'Admins', 'Groups', 'Policies', 'Overrides', 'Alerts', 'Reports', and 'Settings'. The 'Sites' section is active, displaying '11 Sites Accessible | 14 Total'. Below this, a table shows '4/11 Results' with columns for Status, Site, Devices, DNS Protection, and Security Awareness Training. Each row includes a 'Manage' button and icons for settings and external links.

Status	Site	Devices	DNS Protection	Security Awareness Training
Protected	Cafe Disco	11 / 11	Active	Active
Protected	Haymont Tires	3 / 9	Active	Active
Protected	Prestige Direct Sales Solutions	11 / 25	Active	Active
Protected	Down! The Pet Emporium	0 / 4	Active	Active

While Webroot GSM offers a lot of functionality, it also relies on the user to configure much of that themselves. Over time, administrators could create extremely detailed looks at how they are protecting their clients, and use that metadata for any number of billing schemes. However, this puts a lot of work on the shoulders of users.

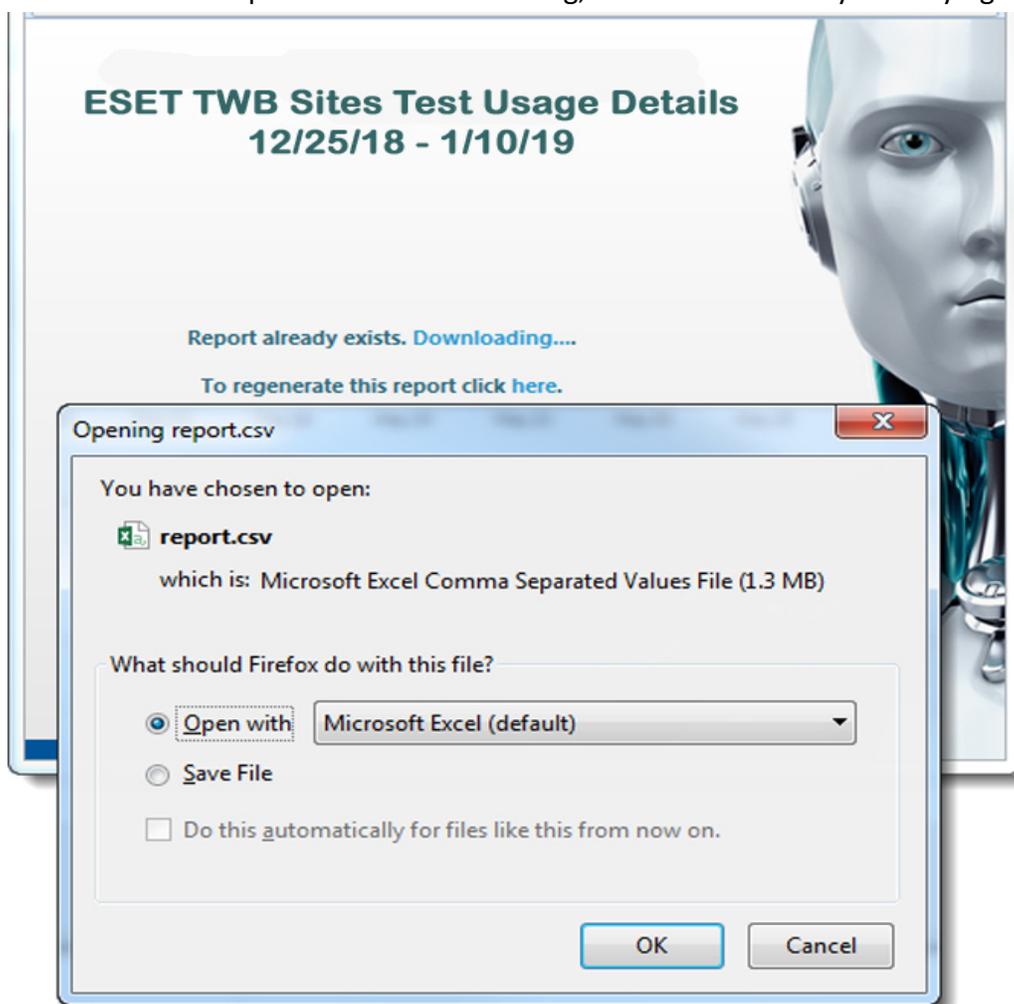
The consoles also seem less flexible once created. They are editable, but again, this would require a lot of upkeep on the part of users, though doing so may be required for accurate billing.

In the focus group, one member took about an hour to create a fairly efficient interface to look at billing within their fictitious MSP. However, the other two thought that doing so would not be worth the effort inside their organizations, especially if other choices, like VIPRE Site Manager, added that functionality as part of the default package.

ESET MSP Administrator

ESET MSP Administrator moves away from a graphical type interface for billing and metrics offered by both VIPRE and Webroot in favor of a detailed reporting interface delivered as .CSV files. While there is a graphical console, much of the heavy lifting must be conducted through the reports when it comes to billing.

Reports can be configured to provide a detailed look at the different sites an MSP is managing. They can also contain information about companies and of course how much each client is utilizing services. And because ESET offers different programs beyond endpoint, those reports can also show which other products clients are using, and how much they are relying on them.



The reports themselves are highly detailed, even showing how much specific endpoints are consuming various services. However, in terms of billing, users would either need to digest this information by hand, or feed the .CSV file into some other billing program that would accept them. ESET recommends doing just that, but provides no guidance, help or suggestions on how to accomplish that task.

Professional Declaration: In the field of billing, one of the most critical areas for an MSP, the winner for functionality and ease-of-use is **VIPRE Site Manager**. Only VIPRE offers all billing, usage and reporting functionality fully integrated into the main console. It is available right out of the box with a top-level tab showing usage across every managed site, with easy drill down functionality to individual sites being protected. In addition, detailed reporting .CSV files are available and are very easy to configure using a radio button type interface.

It can also not be understated that VIPRE offers incredibly transparent billing to the MSPs where they are charged only for the high water mark of active devices over the monthly billing cycle. This is a very fair way to bill clients and also helps to save time by, for example, not requiring MSPs to remove inactive agents from their consoles.

Webroot GSM also had good functionality, but requires users to build it out. It does not seem configured from the ground up as an MSP-centric program. The ESET MSP console puts too much emphasis on .CSV reports and is weak in terms of what you can find out by looking at the console itself.

What the Focus Group Said

“I wish that generating usage reports for billing all of my assets and programs was as simple as VIPRE Site Manager makes it.”

“The way VIPRE Site Manager handles billing would be very welcome at my MSP.”

“I don’t know why Webroot insists that I program their interface for them. They must know how MSPs operate, so why not just add that functionality into their console instead of expecting me to do it for them?”

“ESET reports are nice, but our current billing system will not accept .CSV reports, so I don’t think it would be that helpful to us.”

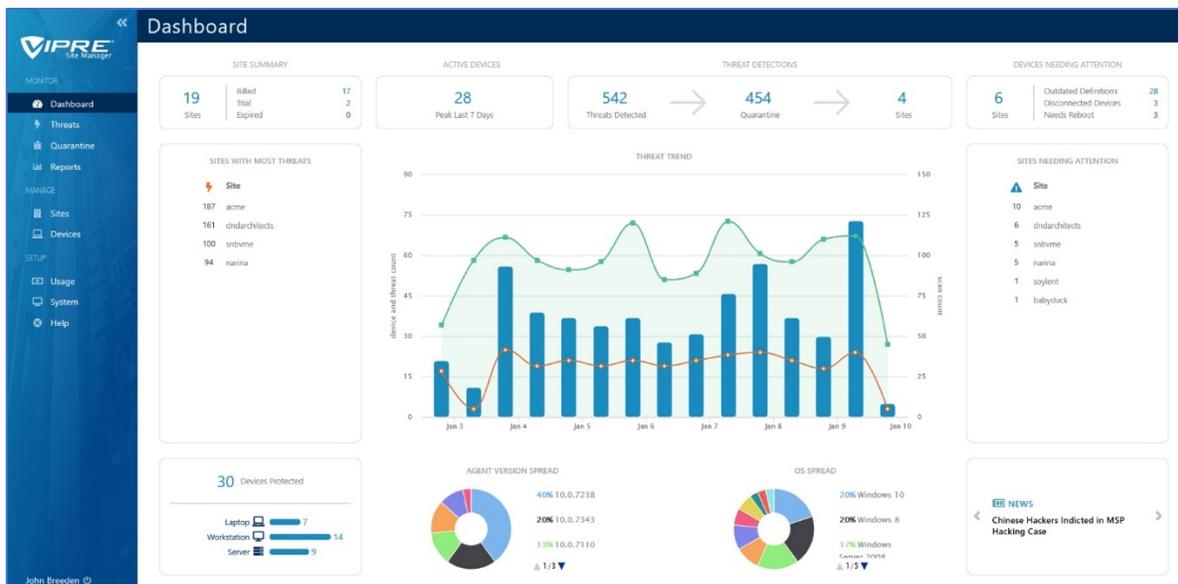
Dashboard Usability – Working with Client Sites

While billing understandably gets the spotlight with solution providers, the main dashboard and how easy it is to work with client sites is also very important. After all, it's the job of MSPs to protect their clients, and the management console interfaces need to make that as seamless as possible.

VIPRE Site Manager

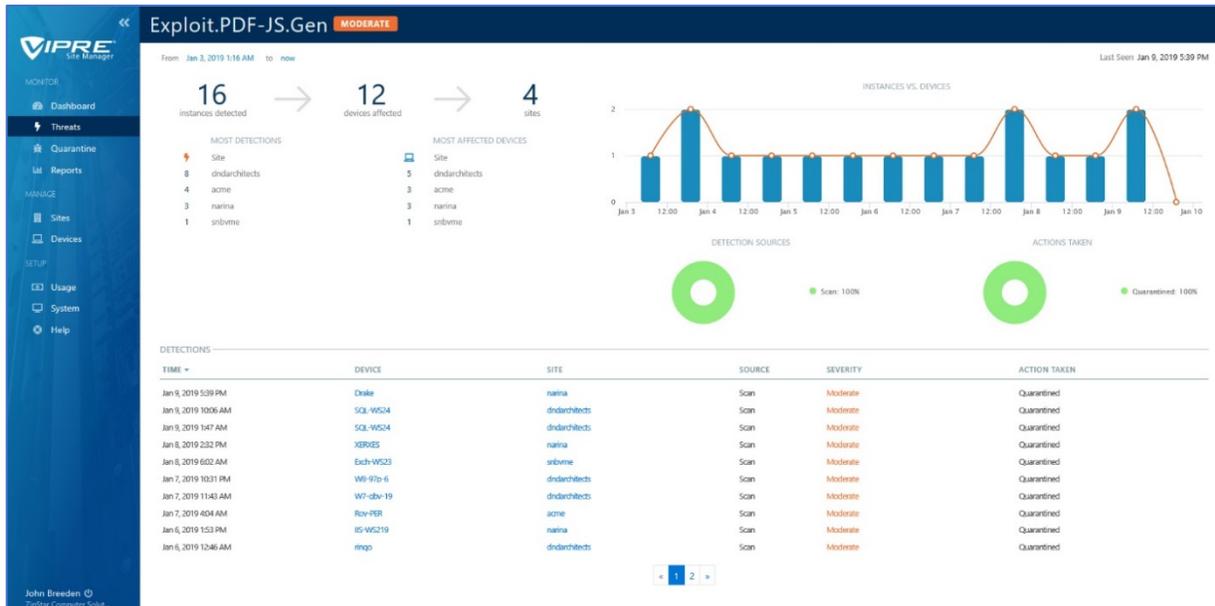
VIPRE Site Manager consistently delivers ease of use along with feature-rich multitenancy management.

The main dashboard gives a quick and colorful view of the entire protected environment including trends such as the types of devices being added and protected, the type and number of threats encountered, and which client sites are the most active in terms of threat mitigation. Every single element on the main dashboard is interactive, so drilling down into problems or simply items of interest is extremely easy to both figure out and accomplish.

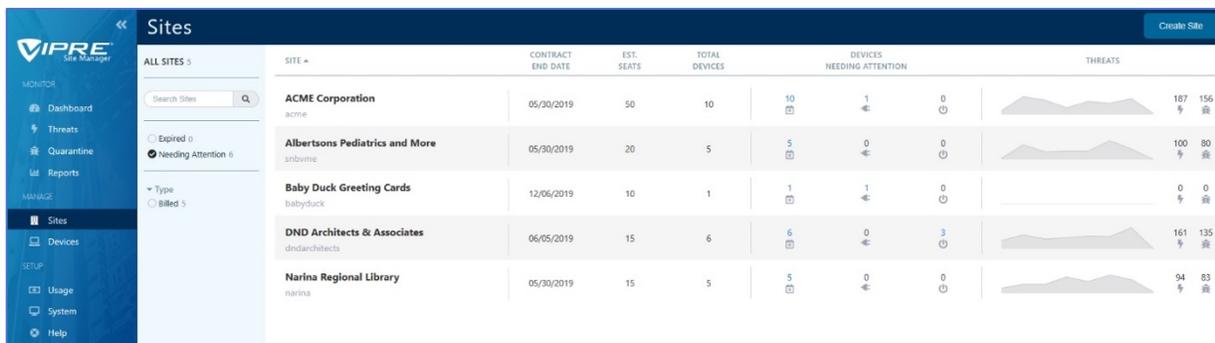


There are several ways that an MSP administrator can move from the main dashboard to deal with specific threats or to zero in on client sites. One method involves simply clicking on the Threats tab, which will bring up a list of active threats occurring across all managed sites. Clicking on a specific threat will show where it was encountered within the protected environment and what actions the VIPRE program took, such as quarantining the machine or the file.

In most cases, the VIPRE program was able to counter threats without any intervention needed due to the high efficiency of the product. Its ability to manage threats without generating false positives has been previously demonstrated by groups such as [AV Comparatives](#) and the [Tech Writers Bureau](#). However, if an action is needed, the program provides full functionality and interactivity through it's agents.



Possible actions include rebooting a system, disconnecting or reconnecting from a network, removing unwanted files, force updating threat definitions and more. Site Manager does a good job of tracking client machines that need human intervention from both the Sites tab and Needing Attention filter button.

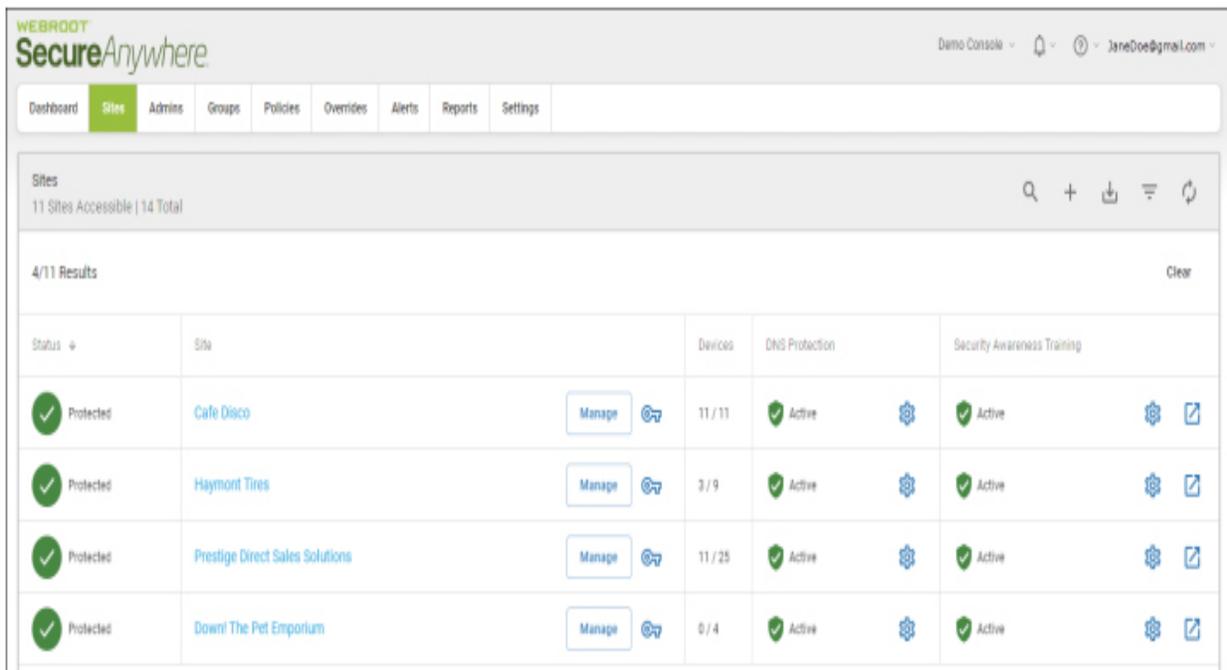


There isn't very much of anything that our professional reviewers and technologists could find fault with the Site Manager dashboard. It's graphical, highly intuitive and offers accurate reporting on all managed sites.

In addition, the main dashboard interface acts as a single sign-on portal for every single client site that an MSP is managing. When drilling down into those sites, a new dashboard for that specific client opens up with its own URL and portal. The client dashboard has identical functionality as the overall one, and all of the same advantages.

Webroot Global Site Manager (GSM)

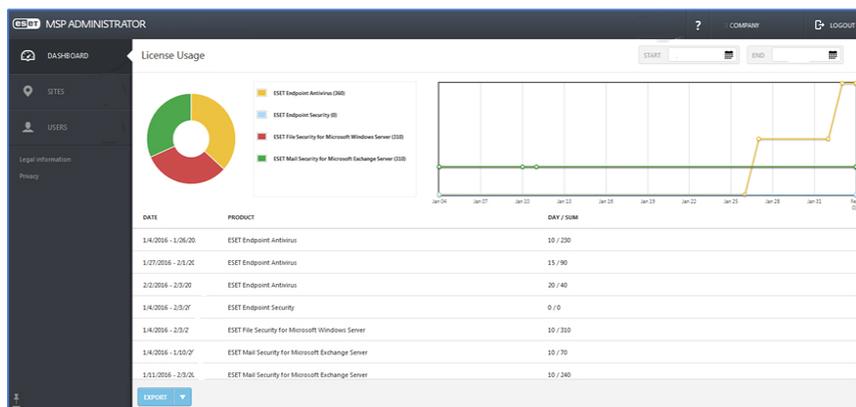
The Webroot GSM dashboard is fully functional and depending on how you have configured it (see the Billing Client Sites and Tenants Section) there can be a lot of information and reports displayed. This includes everything from the number of threats assaulting the protected network to which products and services a client is most using.



The one thing to note about the Webroot console is that much of that functionality requires that a user build it out by configuring and editing consoles. It's also not very graphical, even if highly tweaked by users. The focus group had no problems using the GSM console and dashboard, but noted that it was difficult to get a high-level, overall health type of view without poking around the menus, tabs and interface first.

ESET MSP Administrator

The ESET dashboards are fairly austere, with perhaps a little bit more color than Webroot. While they do allow drilling down on most elements, they still do a poor job of showing an overall picture of health for managed sites.



In general, ESET MSP Administrator feels like an afterthought or a bolted-on component. It's not that the dashboard isn't functional, just that it does not have the needed streamlining to really make it overly useful in an MSP environment, especially a very busy one that is managing a lot of sites.

Professional Declaration: It was not surprising that **VIPRE Site Manager** won this dashboard functionality section of the head to head comparison given that the program was built from the ground up to have ease-of-use and functionality at its core. What was more interesting was just how much better the VIPRE Site Manager is compared to Webroot GSM and ESET MSP Administrator. It almost seems like VIPRE is not even in the same league as its competitors.

Specifically, it's clear from the dashboard functionality alone that VIPRE Site Manager was specifically designed to work well in a professional MSP environment. Webroot GSM can work, but requires a lot of tweaking and a lot time on the part of the MSP to shoehorn it into their unique environment. ESET MSP Administrator is simply not optimized for MSP use. With a lot of work, it could become more functional for MSPs, but even then, the payout probably would not be worth it, especially in light of much better choices being readily available.

What the Focus Group Said

“I love working with the VIPRE Site Manager dashboard interface. I feel like I’m an expert after five minutes of instruction and ten minutes of experimentation.”

“Given that I spent all that time previously building out my Webroot GSM interface, working with it for the dashboard testing went well enough. But then I can get the same interactivity with VIPRE too, without investing more than a few minutes.”

“I can see the VIPRE Site Manager dashboard being highly useful for all of our junior analysts right up the line to the high-tier specialists.”

“Despite the name, I really don’t think that ESET MSP was built with my environment in mind.”

“While I was evaluating VIPRE Site Manager, I thought to myself, what should I do to achieve a certain function? Then I tried it out, and most of the time I guessed right. I’m not saying the program was specifically built for me or that they read my mind or anything, but that might explain why the interface is so good.”

Victories by Section according to TWB Professional Reviewers

Tested Feature	Winning Platform
Initial Program Setup	VIPRE Site Manager
Adding Site Administrators	Webroot GSM
Adding Tenants to The System	VIPRE Site Manager
Deploying Agents on Client Sites	VIPRE Site Manager
Billing Client Sites and Tenants	VIPRE Site Manager
Dashboard Usability – Working with Client Sites	VIPRE Site Manager
Overall Best Program for MSP Environments	VIPRE Site Manager

Appendix – Collected Focus Group Comments

This is a collection of everything noteworthy that the focus group had to say during their two day evaluation of the three products. This includes all quotes previously listed within this report as well as a few others. They are grouped together in one place to make it easier to read collectively and get a feel for what the group was thinking overall about all three evaluated programs.

“ESET better offer training for people who want to use it. I am having trouble even getting the test site configured.

“I can’t believe that I’m already finished setting up VIPRE Site Manager. You gave us five minutes to complete this step, and I’m done with four minutes to spare!”

“Setting up Webroot seems too convoluted. I just know that after I enter all of this personal information that I am going to get a sales call. I just want to evaluate the product and try it for myself, and then I will contact them if I am interested.”

“I’m glad that you set up the ESET instances for us to test. I would never call a company and ask for a trial of their software, and would need to get permission from my manager to even do something like that. Let me work with the program and learn about it anonymously at first, and then I’ll reach out to my managers about a full trial if you impress me.”

“Setting up VIPRE Site Manager was easy for me.”

“I like how the VIPRE product allows me to configure a client account when I spin up a new site.”

“I wish that the VIPRE product would work to protect OSX systems.”

“Webroot GSM has all the permission levels that I need when creating a new user. We have several tiers of technical staff working in the MSP, and GSM would let me accommodate all of them without worrying about someone with too many permissions.”

“I don’t understand how to create new users with ESET MSP. I’ve looked at the documentation for 30 minutes and experimented with the program. But I keep getting it wrong. Truthfully, I would not even know at this point if I set a user’s permission right.”

“Please don’t make me wrestle with ESET any more before we have lunch. My brain can’t take it.”

“I like how easy it is to create users with VIPRE, but they don’t have all of the permission levels that I need.”

“VIPRE Site Manager does what it says on the tin when building out new sites, and that is what I want. I need to get them started and into the system so that I can move to deploying agents and configuring policies. This is a maintenance type of step that is best over with quickly.”

“Webroot GSM is pretty easy to use. I felt like they asked me too many questions, but I was able to deploy sites easily enough.”

“I appreciate you showing us how to use VIPRE Site Manager, but you really don’t need to. I figured it out over the last snack break.”

“I love how VIPRE Site Manager lets me provide a free trial to my clients. They must have faith in their product to allow that to happen.”

“Being able to create a read-only account for clients to check out is a nice feature with VIPRE, and all with a single check box!”

“I don’t get ESET MSP Administrator at all. Perhaps if I had days to study the documentation I might be better at it, but I just don’t want to deal with them anymore.”

“ESET MSP Administrator is a perfect example of programming by committee.”

“I like how I can configure the VIPRE Site Manager agents with the radio button interface. It would be pretty difficult to mess that up given that you can look at the full configuration line before you generate the agent. This makes it a task that could be assigned to interns or entry level IT staffers.”

“It’s nice that VIPRE remembers that agents should not always be fire and forget. While I hope that new versions of agents are rare, if new or more efficient functionality becomes available, I expect the program to alert me to this fact. Automatic deployment is just a bonus.”

“I know that at my MSP, we mostly provide Windows environments plus some Linux. But we do have a few clients that use the Mac OS for things like simulations or raw number crunching, which I think they might be better at. For them, I suppose I would need to choose Webroot GSM as the other two options don’t seem to support it.”

“I love the deployment tool provided by ESET MSP Administrator. It was very easy to use. I think I spent much less time deploying agents on my test sites with ESET because of that.”

“Although I don’t think it would get used too much, having the mail invite option is a nice extra with VIPRE. There are a few clients who might want more control of their environments, and this is a nice way to provide it, letting them approve the agent deployment.”

“I wish that generating usage reports for billing all of my assets and programs was as simple as VIPRE Site Manager makes it.”

“The way VIPRE Site Manager handles billing would be very welcome at my MSP.”

“I don’t know why Webroot insists that I program their interface for them. They must know how MSPs operate, so why not just add that functionality into their console instead of expecting me to do it for them?”

“Working in billing, I can tell you in confidence that accurately billing clients for using programs and features is sometimes a little messy. They call us out on it too sometimes. I really want to bring VIPRE into our environment for its transparency if nothing else. It’s hard to argue, and I think our clients would agree, with the billing model.”

“ESET reports are nice, but our current billing system will not accept .CSV reports, so I don’t think it would be that helpful to us.”

“Nobody puts billing in one place like that. The VIPRE interface for that is great!”

“I love working with the VIPRE Site Manager dashboard interface. I feel like I’m an expert after five minutes of instruction and ten minutes of experimentation.”

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“I haven’t really liked anything about the ESET MSP Administrator offering. They need to refine it more before presenting it to MSPs.

“Webroot GSM is good, but it seems like a lot of work to get it set up right for my environment, and then to try and maintain it. No thanks.”

“Can I take the VIPRE program home with me?”