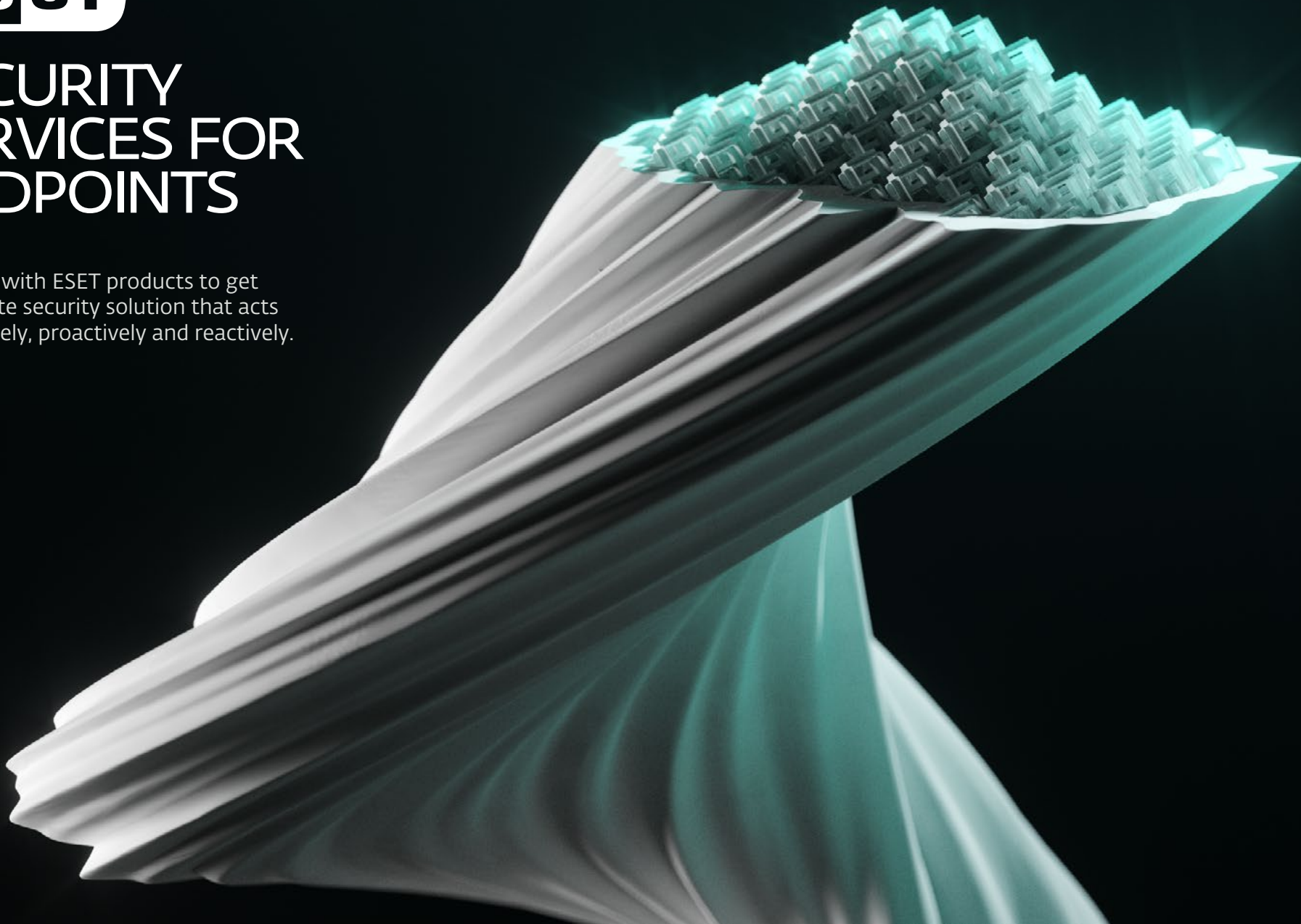
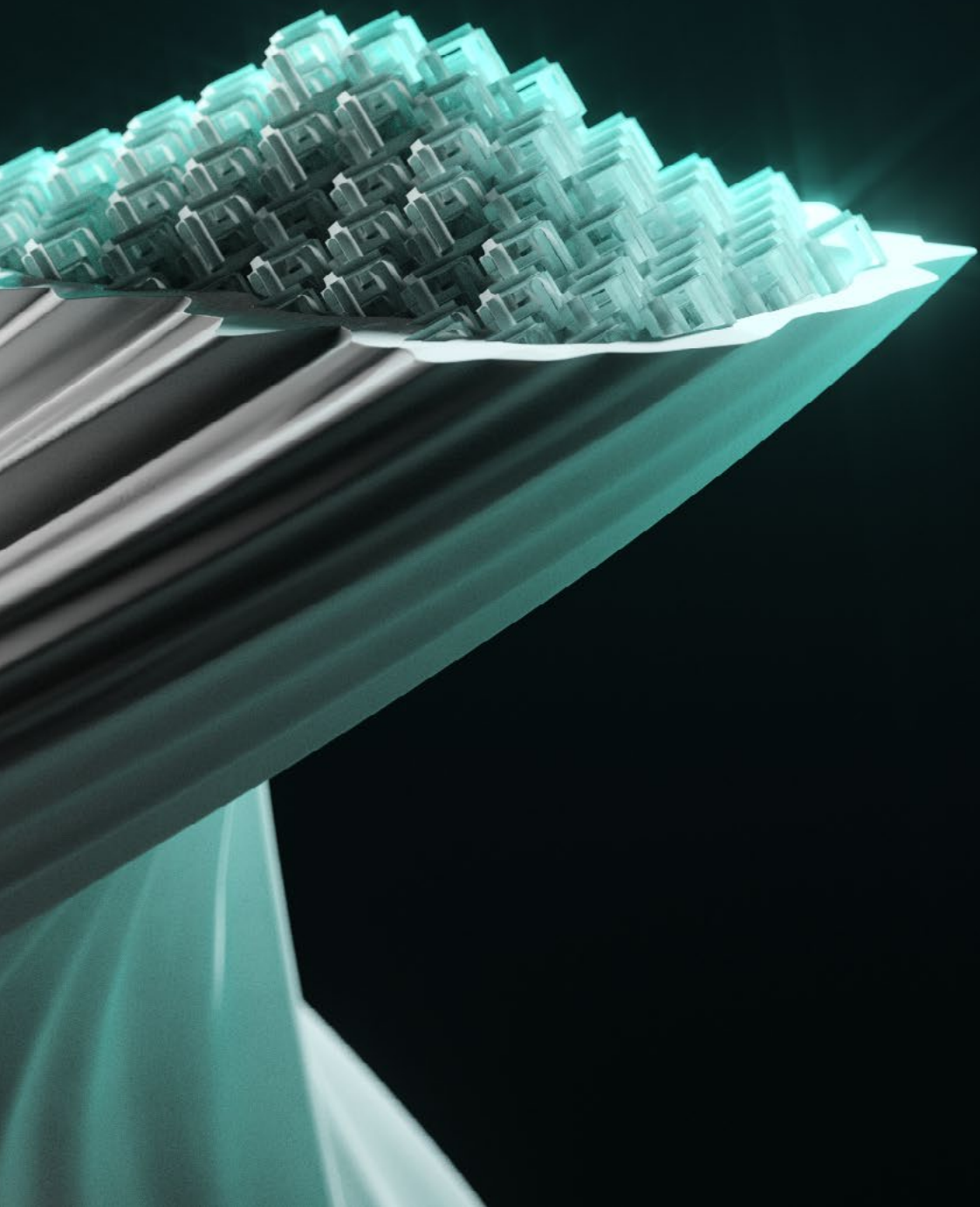




SECURITY SERVICES FOR ENDPOINTS

Combine with ESET products to get
a complete security solution that acts
preventively, proactively and reactively.





What is ESET's Security Services for Endpoints?

ESET's Security Services for Endpoints works together with your ESET endpoint security products to deliver a complete security solution that acts preventively, reactively and proactively. It reinforces your IT security team with on-call support from ESET experts, who are ready to help if any serious security issues arise.

Our expert teams will help you—at a local level and in your language—investigate, identify and resolve any threats that penetrate standard defenses. This service covers everything from basic malware investigation and removal to automated and manual file analysis; from incident investigation and response to digital forensics.

- ◆ Delivers IT security peace of mind
- ◆ Guarantees above-standard product support
- ◆ Ensures the operational continuity of your organization

Why Security Services for Endpoints?

REDUCED RISK

Augmenting your ESET endpoint security products, security support delivers a complete solution that acts preventively, reactively and proactively to combat unforeseen incidents immediately.

PROVEN EXPERTISE

Keeping up with the rapidly changing cyber threat landscape can be challenging and is sometimes best left to experts—at ESET we have been living and breathing cybersecurity for over 30 years.

REDUCED EFFORT

Getting the best out of complex security solutions can be tricky, even for organizations with dedicated security or IT teams. Security support allows your IT team to focus on executing core operations vital for business continuity.

REDUCED COSTS

Creating dedicated teams and/or hiring security specialists who have the necessary skill and qualifications to investigate, identify and respond to potential cybersecurity threats can result in high long-term costs.

LESS HASSLE

Purchasing products and services from a single vendor reduces complexity for accounting and procurement departments—especially in multinational corporations that might otherwise be left with a large number of regional providers.

ENHANCED STABILITY

Avoid having to deal with multiple different vendors, which can lead to security stack, overlap or even conflict. Instead, use security support to simplify your IT security operations, especially if you need to cover multiple sites.

Activity Overview

	ACTIVITY	ESET DETECTION AND RESPONSE ESSENTIAL
Response Time		Guaranteed by SLA
Security Services for Endpoints	MALWARE: MISSING DETECTION	YES
	MALWARE: CLEANING PROBLEM	YES
	MALWARE: RANSOMWARE INFECTION	YES
	FALSE POSITIVE	YES
	GENERAL: SUSPICIOUS BEHAVIOR INVESTIGATION	YES
Incident Investigation & Response	BASIC FILE ANALYSIS	YES
	DETAILED FILE ANALYSIS	YES
	DIGITAL FORENSIC	YES
	DIGITAL FORENSIC INCIDENT RESPONSE ASSISTANCE	YES

What's inside?

ESET Detection and Response Essential

ESET Detection and Response Essential is a step above standard product support, focusing on security-related challenges that organizations face. It is designed to complement ESET endpoint protection products that are integrated into the organization's ecosystem and helps investigate, identify and respond to threats that penetrate standard defenses.

The offering covers everything from basic malware investigation and removal to automated and manual file analysis, incident investigation and response, and digital forensics.

At ESET we believe that the highest level of security can only be achieved by a combination of robust technology and human expertise.

What's inside?

ESET Detection and Response Essential



FAST, GUARANTEED RESPONSE

Speed of remediation is critical. ESET's assistance is available on demand to help address missing detections for malware and cleaning problems, investigate suspicious behavior and mitigate ransomware infections much faster, reducing business interruption and minimizing the impact of any attack.



TAILORED APPROACH

Each organization is different. ESET experts partner with your team to develop a response and remediation plan that takes into consideration your operational specifics to develop a highly customized action plan that balances the business and security needs of your company.



LOCAL TEAMS, LOCAL LANGUAGE

ESET's local presence enables a very localized approach and, combined with the expertise of ESET HQ's malware research team, results in the best possible ESET experience.



INCIDENT INVESTIGATION AND RESPONSE

The service includes detailed file analysis, reverse engineering, digital forensics and digital forensic incident response assistance, covering the entire incident investigation lifecycle: from threat identification to analysis, subsequent remediation and actionable advice for addressing the root cause of recurring incidents.

About ESET

For more than 30 years, ESET® has been developing industry-leading IT security software and services, delivering instant, comprehensive protection against evolving cybersecurity threats for businesses and consumers worldwide. ESET is privately owned. With no debts and no loans, we have the freedom to do what needs to be done for the ultimate protection of all our customers.

ESET IN NUMBERS

110 m+
users
worldwide

400 k+
business
customers

200+
countries &
territories

13
global R&D
centers

SOME OF OUR CUSTOMERS



protected by ESET since 2016
more than 14.000 endpoints



ISP security partner since 2008
2 million customer base



protected by ESET since 2017
more than 14,000 endpoints



protected by ESET since 2016
more than 4,000 mailboxes

Why choose ESET?

SOME OF OUR TOP AWARDS



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.

ANALYST RECOGNITION

FORRESTER®

ESET was included in the Now Tech: Enterprise Detection And Response, Q1 2020 report — Forrester's overview of 29 enterprise Detection and Response solutions.



ESET retains its 'Top Player' status in Radicati's 2021 APT Protection Market Quadrant report.

Gartner Peer Insights is a free peer review and ratings platform designed for enterprise software and services decision makers. Reviews go through a strict validation and moderation process to ensure information is authentic. Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences, and do not represent the views of Gartner or its affiliates.

