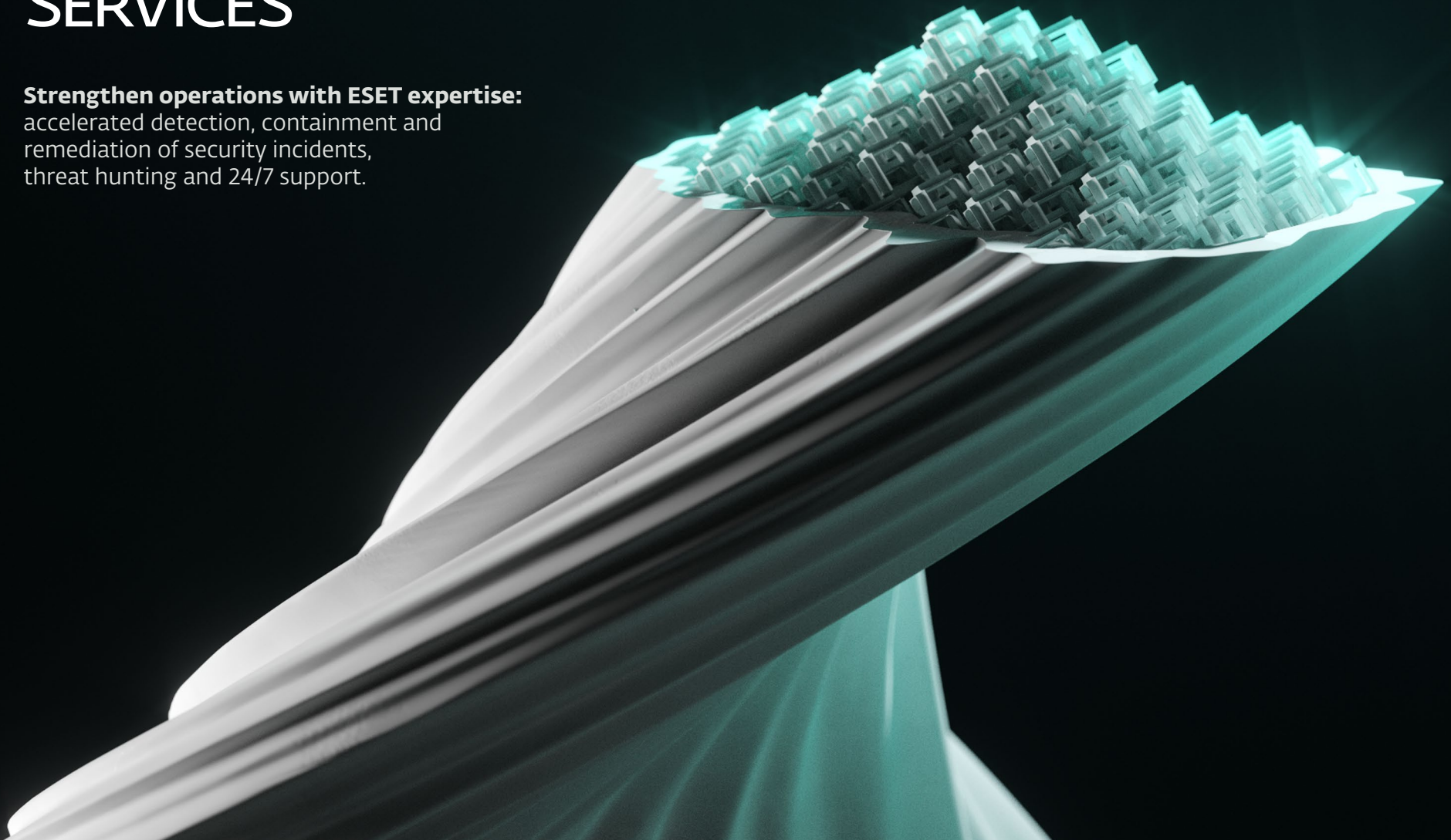




SECURITY SERVICES

Strengthen operations with ESET expertise:
accelerated detection, containment and
remediation of security incidents,
threat hunting and 24/7 support.







What are ESET's Security Services?

ESET's Security Services work together with your ESET products to deliver a complete solution that acts preventively, reactively and proactively. It reinforces your IT security team with local support, in your language. ESET experts are ready to help if any security issues arise.

Comprehensive digital security means strengthened business continuity, efficiency and operational satisfaction. Rely on advanced threat hunting and response tools to 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.

With customized, integrated and proactive XDR services delivered by industry-leading experts, ESET enhances your protection against potential security issues. Alongside our products, ESET Security Services will:

- ◆ Provide exceptional product support for greater efficiency and ease-of-management
- ◆ Perform robust analysis of potentially harmful files
- ◆ Implement response and remediation steps to ensure business continuity
- ◆ Deliver IT security peace of mind
- ◆ Ensure the operational continuity of your organization

Why choose ESET Security Services?

ACCESS PROVEN EXPERTISE

Keeping up with the rapidly changing cyberthreat landscape can be challenging and is sometimes best left to experts. ESET has been living and breathing digital security for over three decades.

OPTIMIZE RESOURCES

ESET services are an antidote to operational fatigue. Using new, complex security solutions can prove tricky, even for organizations with dedicated security or IT teams. The continued operation of new security products can also be an ongoing drain on internal IT resources—this could prevent the execution of core operations vital for business continuity.

REDUCE LONG-TERM COSTS

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

SIMPLIFY PROCUREMENT

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

EASE INFRASTRUCTURE COMPLEXITY

Products from different vendors can lead to security stack overlap and even conflict. Streamline your approach to digital security by using 100% ESET products.

CYBER INSURANCE

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

ESET Security Services enable organizations to satisfy many of the cyber controls that are key to insurability. This includes **threat hunting**, detection and response services delivered by ESET's industry-leading experts.

Choose the level of service that fits your organization's requirements

	ESET DETECTION AND RESPONSE ESSENTIAL	ESET DETECTION AND RESPONSE ADVANCED	ESET DETECTION AND RESPONSE ULTIMATE
	Investigate, identify and resolve threats to your endpoints	Threat hunting, assistance with XDR and 24/7 support	Full-fledged MDR
	Guaranteed by SLA	Guaranteed by SLA	Guaranteed by SLA
MALWARE: MISSING DETECTION	YES	YES	YES
MALWARE: CLEANING PROBLEM	YES	YES	YES
MALWARE: RANSOMWARE INFECTION	YES	YES	YES
FALSE POSITIVE	YES	YES	YES
GENERAL: SUSPICIOUS BEHAVIOR INVESTIGATION	YES	YES	YES
BASIC FILE ANALYSIS	YES	YES	YES
DETAILED FILE ANALYSIS	YES	YES	YES
DIGITAL FORENSICS	YES	YES	YES
DIGITAL FORENSIC INCIDENT RESPONSE ASSISTANCE	YES	YES	YES
SUPPORT—RULES	X	YES	YES
SUPPORT—EXCLUSIONS	X	YES	YES
ESET INSPECT SECURITY RELATED QUESTIONS	X	YES	YES
INITIAL OPTIMIZATION	X	YES	YES
THREAT HUNTING	X	YES	YES
THREAT MONITORING	X	X	YES
DEPLOYMENT & UPGRADE	X	X	YES

What's inside?

ESET Detection and Response Essential

Enjoy a level of security that exceeds standard product support. This package focuses on security-related challenges that organizations face. It is designed to complement ESET products that are integrated into the organization's ecosystem and helps to investigate, identify and respond to threats that penetrate standard defenses.

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

What's inside?

ESET Detection and Response Essential



GUARANTEED FAST RESPONSE

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



SUPERIOR SUPPORT

You'll get the best of both worlds with ESET. Local support in your language is readily available, and is complemented by ESET HQ's technical expertise for an integrated ESET experience.



TAILORED APPROACH

Every organization is different. ESET partners with your team to develop a response and remediation plan highly customized for your operational specifics, balancing the business and security needs of your company.



INCIDENT INVESTIGATION AND RESPONSE

Robust investigation and response capabilities help to future-proof your organization, ensuring business continuity and streamlining the security management process. This service includes detailed file analysis, reverse engineering, digital forensics and digital forensic incident response assistance, covering the entire incident investigation life cycle.

What's inside?

ESET Detection and Response Advanced

ESET Detection and Response Advanced offers round-the-clock support. ESET works with your team to develop a response and remediation plan that balances your company's business and security needs. This allows you to focus on your core business, without compromising security.

This package is designed to complement ESET Inspect, the XDR-enabling solution of the ESET PROTECT Platform. It fuses the advantages of granular visibility provided by ESET Inspect with the knowledge and experience of industry-leading experts to deliver improved detection, threat hunting, investigation, and targeted actions to eliminate threats. This service includes initial optimization—an assessment of the organization's environment to best customize the solution—helping to achieve the highest level of protection and satisfy the criteria of cyber insurance providers.

Benefit from a solution that marries advanced machine learning with human expertise. Its threat-hunting capabilities allow organizations to respond to threats in real time and include historical traceability—maintaining a history of endpoint activity allows for in-depth analysis of events leading up to security alerts. With ESET Inspect, this cybersecurity solution includes adversary monitoring and means that a global threat intelligence team is supporting your business.

This package covers everything from basic malware investigation and removal to file analysis, incident investigation and response, digital forensics, assistance with ESET Inspect, and comprehensive threat hunting. It is ideally suited to organizations with the resources to manage XDR internally, but who wish to ensure that the product is optimized for their organization.

What's inside?

ESET Detection and Response Advanced

INCLUDES ALL ESET DETECTION AND RESPONSE **ESSENTIAL** BENEFITS, PLUS THE FOLLOWING:



SUPPORT—RULES

Get support related to rule creation, modification, or disfunction—for example, to detect specific malware behavior. The specified rule or behavior is analyzed, and if it turns out to be a bug, we'll initiate a consultation and provide recommendations on setting up the desired rule.



INITIAL OPTIMIZATION

We'll start your security solution off on the right foot. If ESET Inspect generates a large number of false positives after installation in your environment, we'll initiate a one-time action to investigate (this may involve several rounds). The most frequent false positive detections in the EI environment are checked and exclusions are created. Custom rules might be created, or rules may be modified to reflect expectations.



SUPPORT—EXCLUSIONS

If you need support related to exclusion creation, modification, or disfunction, we'll analyze the specified exclusion or behavior and carry out a consultation. We'll then provide recommendations on how to set up the desired exclusion.



GENERAL SECURITY-RELATED QUESTIONS

Support designed for peace of mind. If an ESET Inspect security-related question is not covered, we'll analyze the respective behavior. Following that analysis, we'll provide advice on the issue and ask developers to make improvements—all part of our approach to act preventively, reactively and proactively.



ESET INSPECT THREAT HUNTING

Using ESET Inspect, our robust technology carries out inspections of your IT environment—malware analysis, adversary monitoring—and provides information about found threats and weaknesses. Our experts will provide you with advice and define individual steps in a checklist.

Historical traceability means that endpoint history is preserved, allowing for in-depth analysis of the incident and its origins, and emphasizing a Cloud-first strategy. Granular visibility allows for instant threat detection and helps identify compliance risks: threat hunting capabilities that help businesses satisfy the regulations of cyber insurance providers.

What's inside?

ESET Detection and Response Ultimate

ESET Detection and Response Ultimate is a complete end-to-end solution built around ESET's XDR-enabling component, ESET Inspect. It helps organizations reap the full benefits of Detection & Response without having to build an in-house team of digital security experts or add resources to their existing team—reducing long-term costs, increasing efficiency.

ESET experts deploy, optimize and manage daily operations so you can focus on your core business. ESET Detection and Response Ultimate covers all areas: from alert triage and investigation to file analysis, incident response, digital forensics, threat monitoring and even proactive threat hunting.

30 years of fighting cybercrime through continuous innovation. ESET believes that the highest level of security can only be achieved with a combination of robust technology and human expertise.

What's inside?

ESET Detection and Response Ultimate

INCLUDES ALL ESET DETECTION AND RESPONSE **ADVANCED** BENEFITS, PLUS THE FOLLOWING:



PROACTIVE THREAT HUNTING

Investigates data, events and alarms generated by ESET Inspect. All client data remains secure while ESET threat hunters review highlighted alarms, investigate their root causes, and compile their findings into comprehensible status reports with actionable advice.



THREAT MONITORING

Enables users to navigate the large amount of data/events/alarms generated by ESET Inspect, prioritize potential threats/breaches and harness the tool's full potential—all without having to change existing IT priorities. ESET experts monitor each client's data daily, issue alerts, compile clear reports and recommend action.



DEPLOYMENT AND UPGRADE

Installs and configures specific products in the client environment and provides training to ensure their successful operation, thus reducing the overall complexity associated with a new and upgraded endpoint security product, and ensuring business continuity. A thorough initial assessment before each execution or deployment ensures there are no surprises.

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



**MITSUBISHI
MOTORS**

Drive your Ambition

protected by ESET since 2017
more than 9,000 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.

INDUSTRY RECOGNITION



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

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.

Why choose ESET?

What do ESET customers say about ESET Security Services and ESET Inspect?

CUSTOMER REVIEWS

“TOTAL PROTECTION WITH EASY MANAGEMENT

Overall the experience has been great. The application itself is easy to install and maintain over the cloud.”

[Read full review](#)

Industry: Retailers

“GREAT EUROPEAN DETECT & RESPOND TOOL

The ESET Inspect is completely integrated into the Endpoint Security Solution. Rollout is very easy.”

[Read full review](#)

Industry: IT Services

“THE TOP CLOUD PRODUCT IN SECURITY

Discovering ESET is a pleasure because all functionalities are designed to administrate security. Support is excellent with the best accompaniment and help.”

[Read full review](#)

Industry: Professional Services

“PROFESSIONALS WITH HIGH GRADES OF EXPERTISE

Having professionals with a high grade of expertise in detecting and resolving incidents is a big benefit for us. No one but the vendor itself knows their products so in depth.”

[Read full review](#)

Industry: Healthcare

CUSTOMER SUCCESS STORY



Read our customer success story to see how businesses can use Detection and Response Ultimate—our full-fledged MDR security service—for a proactive approach to cybersecurity.

[Read more](#)

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Digital Security
Progress. Protected.