

ESET vs Symantec



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Third Party Reviews

Independent testing authorities that test and evaluate IT security solutions

Test Performed	ESET	Symantec	Source
<p>In the Wild / Full Spectrum Test (%) Assesses a security program's ability to protect against 297 live ITW samples. The samples includes: 129 trojans, 30 backdoors, 61 financial malware samples, 20 ransomware samples, and 34 spyware, 13 malicious scripts and 10 others. The higher the score, the better the protection.</p>	<p>Auto Block - 98.99% Behaviour Block - 1.01% Miss – 0.00%</p>	<p>Auto Block - 98.32% Behaviour Block - 1.68% Miss – 0.00%</p>	<p>MRG-Effitas 360 Degree Assessment & Certification Test Period: Q4 2018 ^[1]</p>
<p>Deceptors (PUA/Adware) Access a security programs ability to detect and automatically block Potentially Unwanted Applications and Adware. The higher the score the better the detection and blocking of PUA/Adware automatically</p>	<p>95.24%</p>	<p>85.71%</p>	<p>MRG-Effitas 360 Degree Assessment & Certification Test Period: Q4 2018 ^[1]</p>
<p>Exploit/ Fileless Test The main purpose of this test is to see how security products protect against a specific exploitation technique. The lower the score, the smaller the number of failures.</p>	<p>100%</p>	<p>83.33%</p>	<p>MRG-Effitas 360 Degree Assessment & Certification Test Period: Q4 2018 ^[1]</p>
<p>Performance assessment A security product's usefulness does not solely depend on the level of protection it offers. Its footprint and effect on the operating system are also important measures. To assess the products' influence on the operating system, we tested several performance factors on the physical machine and combined the results based on a scoring approach. The higher the score, the lower the impact on the system.</p>	<p>84</p>	<p>79</p>	<p>MRG-Effitas 360 Degree Assessment & Certification Test Period: Q4 2018 ^[1]</p>

Gartner Peer Insights ^[2]

Reviews from enterprise end users verified by Gartner

Ratings	ESET	Symantec
Overall Peer Rating (Max 5)	4.6	4.5
Willingness to Recommend (Max 100%)	86%	76%
Product Capabilities (Max 5)	4.6	4.6
Customer Experience (Max 5)	ESET	Symantec
Evaluation & Contracting	4.5	4.5
Pricing Flexibility	4.5	4.3
Integration & Deployment	4.5	4.5
Ease of Deployment	4.5	4.5
Service & Support	4.5	4.5
Critical reviews received by Symantec		

“Vendor Sales support has deteriorated over the last couple years. A multitude of reorganizations and new sales staff has had a dramatic effect on customer/vendor relationships.”^[3]

“The primary issue we have is that the ability to control bandwidth and package size for definitions”^[4]

““Solution did not do a great job when it came to end point deployment. Symantec’s ability to identify next gen malware was not good.”^[5]

G2 CROWD^[6]

Reviews from enterprise end users verified by G2 CROWD

Ratings (Max 10)	ESET	Symantec	Features - Vulnerability Prevention (Max 10)	ESET	Symantec
Meets Requirements	9.4	8.6	Endpoint Intelligence	9.2	8.9
Ease of Use	9.0	8.4	Firewall	9.3	9.0
Ease of Setup	8.8	8.1	Malware Detection	9.2	9.1
Ease of Admin	8.7	8.0			
Features - System Control (Max 10)	ESET	Symantec	Features - Security Management (Max10)	ESET	Symantec
Device Control	9.0	8.7	Incident Reports	9.1	8.7
Web Control	9.1	8.2	Security Validation	9.1	8.7
Application Control	9.0	8.5	Compliance	9.2	8.8
Asset Management	8.8	8.0			
System Isolation	8.9	8.6			

Critical reviews received by Symantec

"The product requires too much hands-on administration and user interaction. Far too often we have to manually repair an installation on a machine. The management console is clunky and inefficient."^[7]

"Everything. The user interface is ancient and it causes severe degradation to my system performance."^[8]

"Not very user friendly. Making policies can be dangerous - you have to be VERY careful, as it's not very explicit on what devices are covered"^[9]

Key Highlights

Protection

ESET Endpoint Security protection score is on par with Symantec Endpoint Protection against in the wild samples of trojans, backdoors, financial malware samples, ransomware samples, spyware, malicious scripts and 10 others. (Evaluated by: **MRG-Effitas**)

ESET Endpoint Security provides similar protection to Symantec Endpoint Protection from threats.

Exploit & Deceptors Detection

ESET Endpoint Security has achieved no failure/breach of security against specific exploitation techniques & has achieved better detection of PUA & Adware compared to Symantec Endpoint Protection. (Evaluated by: **MRG-Effitas**)

ESET Endpoint Security is more resilient against software vulnerabilities than McAfee Endpoint Security.

Performance

ESET Endpoint Security has a lower impact on system performance as compared to Symantec Endpoint Protection. (Evaluated by: **MRG-Effita**)

ESET Endpoint Security allows a computer system to retain its performance and improve it's security without impacting the user experience.

End User Reviews

End users have better overall experiences with ESET endpoint security solution regarding product capabilities, contracting, deployment, service, and support compared to Symantec endpoint security solution. End users are more willing in to recommend ESET to others.

(Reported by **Gartner Peer Insights & G2 Crowd**)

End users have experienced issues with the sales support, size of package updates & detection of next-gen malware from Symantec endpoint security solutions.

(Reported by **Gartner Peer Insights**)

End users have reported that Symantec endpoint security solution requires too much administration support, requires high expertise in the configuration of policies, resource intensive that slows down systems, the management console is inefficient and not user-friendly. (Reported by **G2 Crowd**)

References

1. https://www.mrg-effitas.com/wp-content/uploads/2019/02/MRG_Effitas-2018Q4-360.pdf
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4. <https://www.gartner.com/reviews/review/view/130031>
5. <https://www.gartner.com/reviews/review/view/319468>
6. <https://www.g2crowd.com/compare/eset-endpoint-security-vs-symantec-endpoint-protection> (Results retrieved 14 Mar 2019)
7. <https://www.g2crowd.com/products/symantec-endpoint-protection/reviews/symantec-endpoint-protection-review-610398>
8. <https://www.g2crowd.com/products/symantec-endpoint-protection/reviews/symantec-endpoint-protection-review-521361>
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