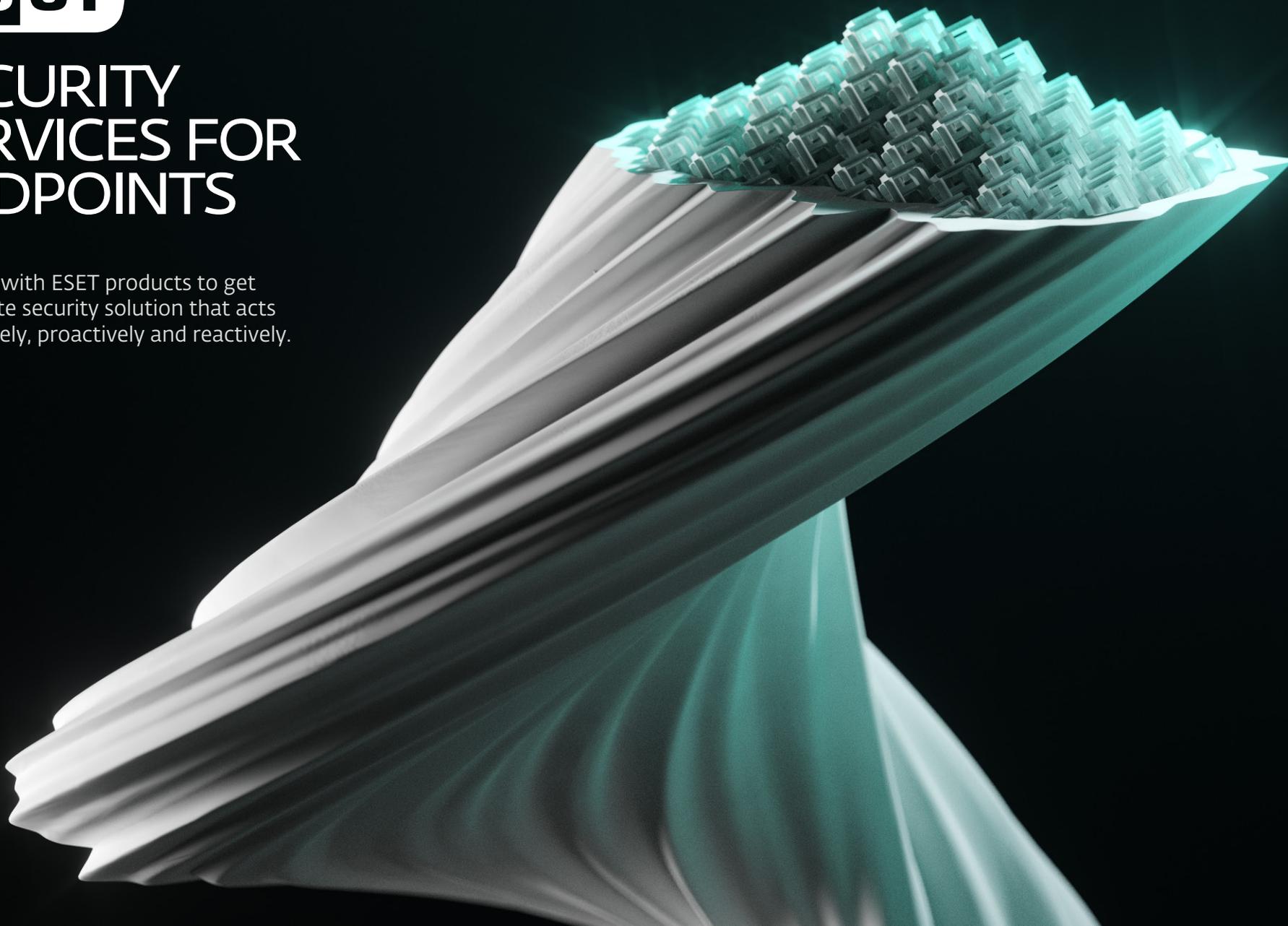
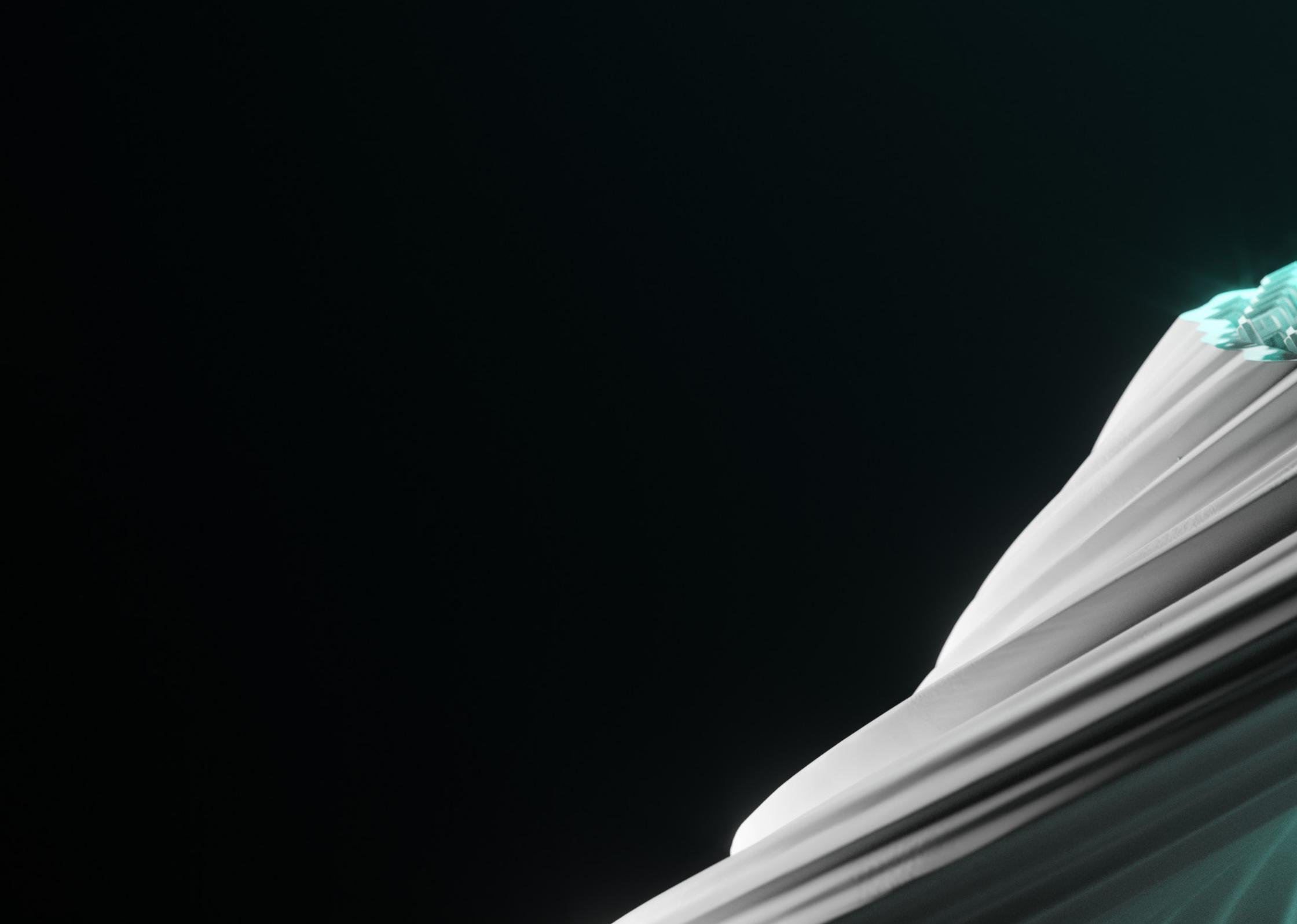


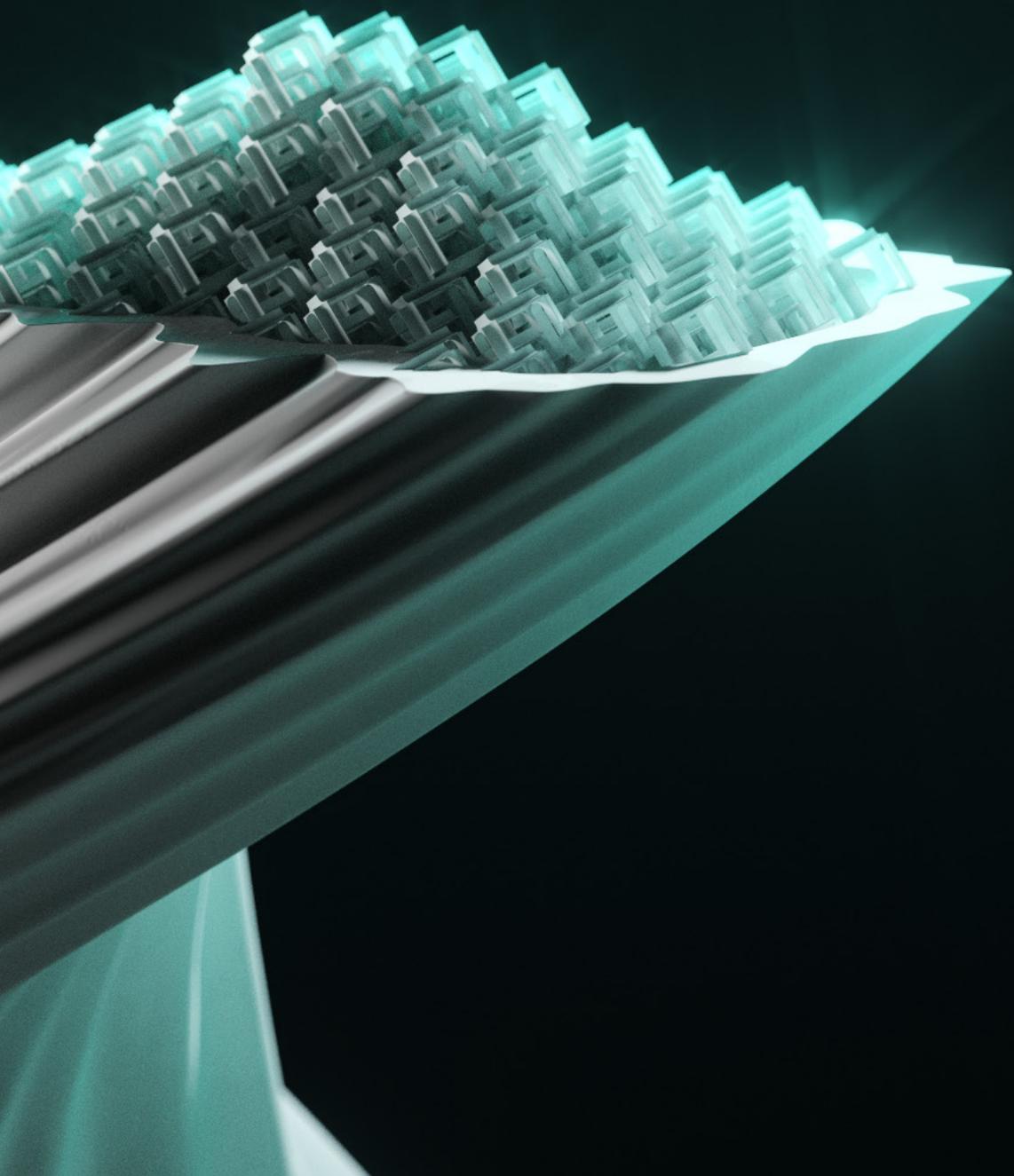


SECURITY SERVICES FOR ENDPOINTS

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 work together with your ESET endpoint security products to deliver a complete security solution that acts preventively, reactively and proactively. They reinforce 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. These services cover everything from basic malware investigation and removal to automated and manual file analysis; from incident investigation and response to digital forensics.

- ◆ Deliver IT security peace of mind
- ◆ Guarantee above-standard product support
- ◆ Ensure 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.

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

		ESET DETECTION AND RESPONSE ESSENTIAL	ESET DETECTION AND RESPONSE COMPLETE
Response Time		Guaranteed by SLA	Guaranteed by SLA
Security Services for Endpoints	MALWARE: MISSING DETECTION	YES	YES
	MALWARE: CLEANING PROBLEM	YES	YES
	MALWARE: RANSOMWARE INFECTION	YES	YES
	FALSE POSITIVE	YES	YES
	GENERAL: SUSPICIOUS BEHAVIOR INVESTIGATION	YES	YES
	ESET PROTECT: THREAT MONITORING	NO	YES
Incident Investigation & Response	BASIC FILE ANALYSIS	YES	YES
	DETAILED FILE ANALYSIS	YES	YES
	DIGITAL FORENSICS	YES	YES
	DIGITAL FORENSIC INCIDENT RESPONSE ASSISTANCE	YES	YES
Supporting Professional Services	DEPLOYMENT & UPGRADE	NO	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.

What's inside?

ESET Detection and Response Complete

ESET Detection and Response Complete leverages extensive endpoint security support, handled by local security experts in close cooperation with ESET's Global malware research team. On top of the endpoint security support in ESET Detection and Response Essential, security experts will perform Threat Monitoring of all ESET endpoint security products that are managed through ESET PROTECT.

It is best suited for customers who want to protect their organization to the fullest, but whose IT-personnel might not have the know-how or time to ensure ESET security products managed through ESET PROTECT are set up and used as effective as possible.

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 Complete

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



THREAT MONITORING

ESET's Threat Monitoring ensures daily monitoring of your environment using the ESET management console. Our local security experts are on standby 24/7 in case of an incident or critical detection in the network. They will reach out to your organization in case of critical events which warrant immediate attention and provide recommendations through comprehensive reports when anomalies are detected.



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

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?

ESET RECOGNITIONS



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 VOICES

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.

“

The implementation was very straightforward. In cooperation with ESET's well-trained technical staff, we were up and running our new ESET security solution in a few hours.

”

IT Manager; Diamantis Masoutis S.A.,
Greece; 6.000+ seats

“

We were most impressed with the support and assistance we received. In addition to being a great product, the excellent care and support we got was what really led us to move all of Primoris' systems to ESET as a whole.

”

Joshua Collins, Data Center Operations Manager; Primoris Services Corporation, USA; 4.000+ seats

