ESET

BUSINESS SOLUTIONS

Prevent breaches with proven digital security

30+ years of continuous innovation

Leading European Union vendor

Private company, debt-free

Owned by original founders

Always focused on technology

Strong values

Growing YoY since its inception

We advocate that the only viable approach to effectively protect your organization's data is to have multiple layers of protection in place.

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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.

─── SOME OF OUR CUSTOMERS ───

MITSUBISHI MOTORS Drive your Ambition	**Allianz** Suisse	**Canon** Canon Marketing Japan Group	**T**
protected by ESET since 2017 more than 9,000 endpoints	protected by ESET since 2016 more than 4,000 mailboxes	protected by ESET since 2016 more than 32,000 endpoints	ISP security partner since 2008 2 million customer base

─── ESET IN NUMBERS ───

1bn+	400k+	195	13
protected internet users	business customers	countries and territories	global R&D centers

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Why choose ESET?

ESET products excel in their low false-positive rates, efficient use of processing power, and ultra-effective alert system, enabling IT admins to focus on real threats and freeing them to work on other tasks. ESET is recognized by all leading analyst & testing organizations, and receives consistently excellent reviews on customer forums.

COMMITTED TO THE HIGHEST INDUSTRY STANDARDS

SECURITY CERTIFIED

ISO security certified

ESET is compliant with ISO/IEC 27001:2013, an internationally recognized security standard in implementing and managing information security.

OPSWAT certification

ESET boasts Platinum OPSWAT Access Control Certification for Endpoint Security Applications.

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Through its industry-leading R&D, ESET develops IT security products and services that deliver comprehensive, multilayered protection against cybersecurity threats to businesses of all sizes, worldwide.

──────────── **ANALYST RECOGNITION** ────────────

IDC | ANALYZE THE FUTURE

THE RADICATI GROUP, INC.
A TECHNOLOGY MARKET RESEARCH FIRM

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 by Radicati in its 2023 Advanced Persistent Threat Market Quadrant.

MITRE ATT&CK

The rigorous MITRE ATT&CK Evaluation demonstrated the undeniable qualities of ESET Detection and Response technology and validated the strong vision for ESET Inspect's future.
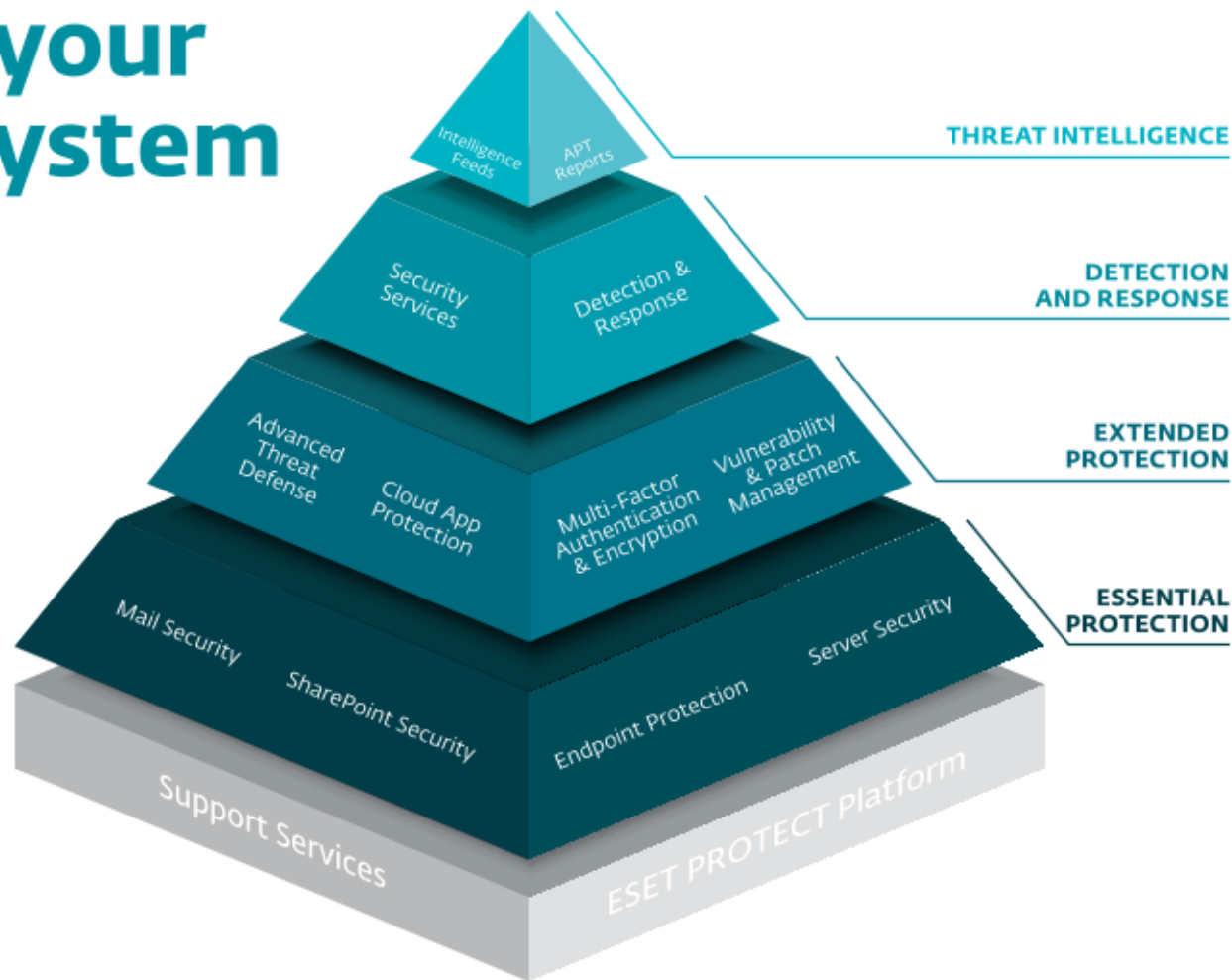
Empowering your security ecosystem

ESET provides a balanced approach to digital security that empowers your organization to thrive.

With layer upon layer of protection, each deploying proprietary technology that is designed to work in concert, ESET will improve your organization's cyber resilience and keep your network safe from any existing or never-before-seen threats.

★★★★★

"A complex IT security solution must work properly and yet be easy to use. ESET masters this balance in an exemplary manner."

Stefan Pistorius, EDP and Administration Manager, Kohlpharma

Cross-platform Endpoint Protection

THREAT INTELLIGENCE

Intelligence Feeds

APT Reports

DETECTION AND RESPONSE

Security Services

Detection & Response

EXTENDED PROTECTION

Advanced Threat Defense

Cloud App Protection

Multi-Factor Authentication & Encryption

Vulnerability & Patch Management

ESSENTIAL PROTECTION

Mail Security

SharePoint Security

Endpoint Protection

Server Security

Support Services

ESET PROTECT Platform

Mac · iOS · Exchange

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SECURITY LEVELS

THREAT INTELLIGENCE

Intelligence Feeds
ESET Threat Intelligence Feeds

APT Reports
ESET Threat Intelligence APT Reports PREMIUM

DETECTION AND RESPONSE

Security Services
ESET Detection & Response Essential
ESET Detection & Response Advanced
ESET Detection & Response Ultimate (MDR)

Detection & Response
ESET Inspect (cloud or on-prem)

EXTENDED PROTECTION

Advanced Threat Defense
ESET LiveGuard Advanced

Cloud App Protection
ESET Cloud Office Security

Vulnerability & Patch Management
ESET Vulnerability & Patch Management

Authentication
ESET Secure Authentication

Encryption
ESET Full Disk Encryption
ESET Endpoint Encryption

ESSENTIAL PROTECTION

Mail Security
ESET Mail Security (Exchange, IBM Domino)

SharePoint Security
ESET Security for Microsoft SharePoint Server

Endpoint Protection
ESET Endpoint Security (Win, macOS, Android)
ESET Endpoint Antivirus (Win, macOS, Linux)
ESET MDM (iOS and iPad OS)

Server Security
ESET Server Security (Win, Linux)
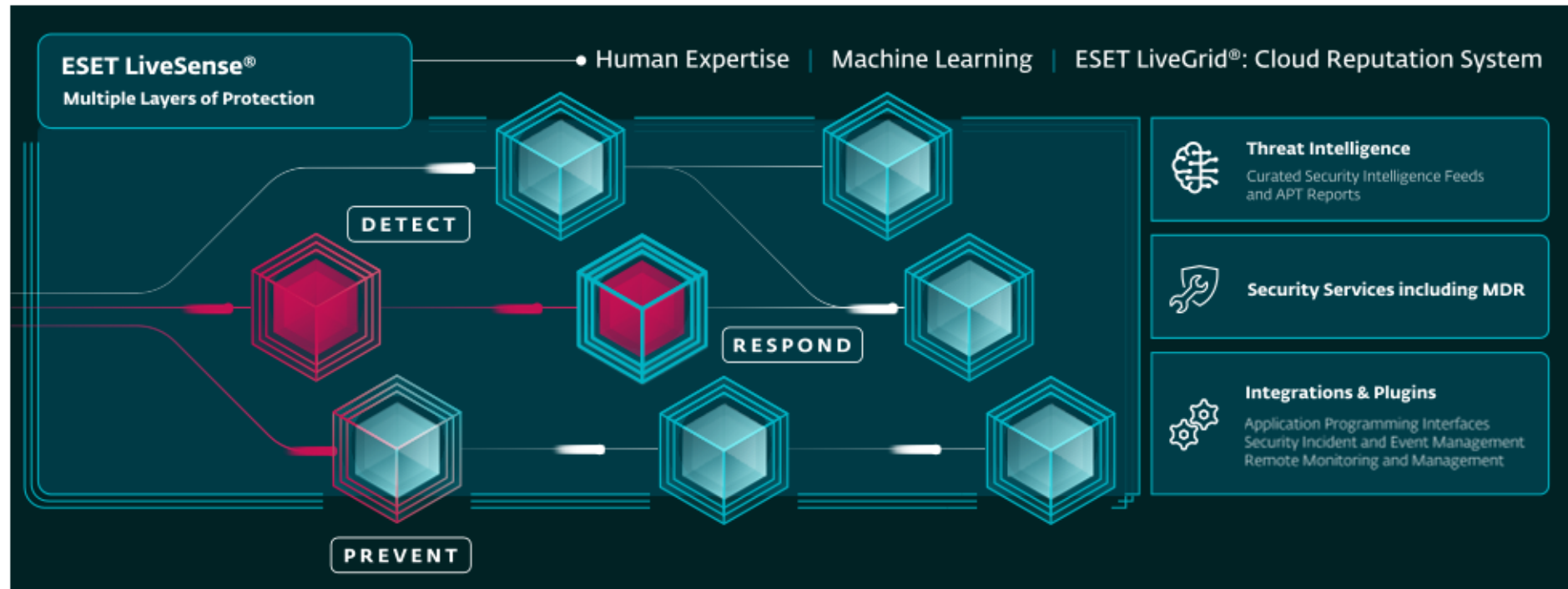
Support Services
Complimentary Technical Support
ESET Extended Support
ESET Premium Support Essential
ESET Premium Support Advanced
ESET Authorized Training Center
ESET Deployment & Upgrade
ESET HealthCheck

ESET PROTECT Platform
ESET PROTECT (cloud or on-prem console)

Our unified cybersecurity platform interface, providing superior network visibility and control.

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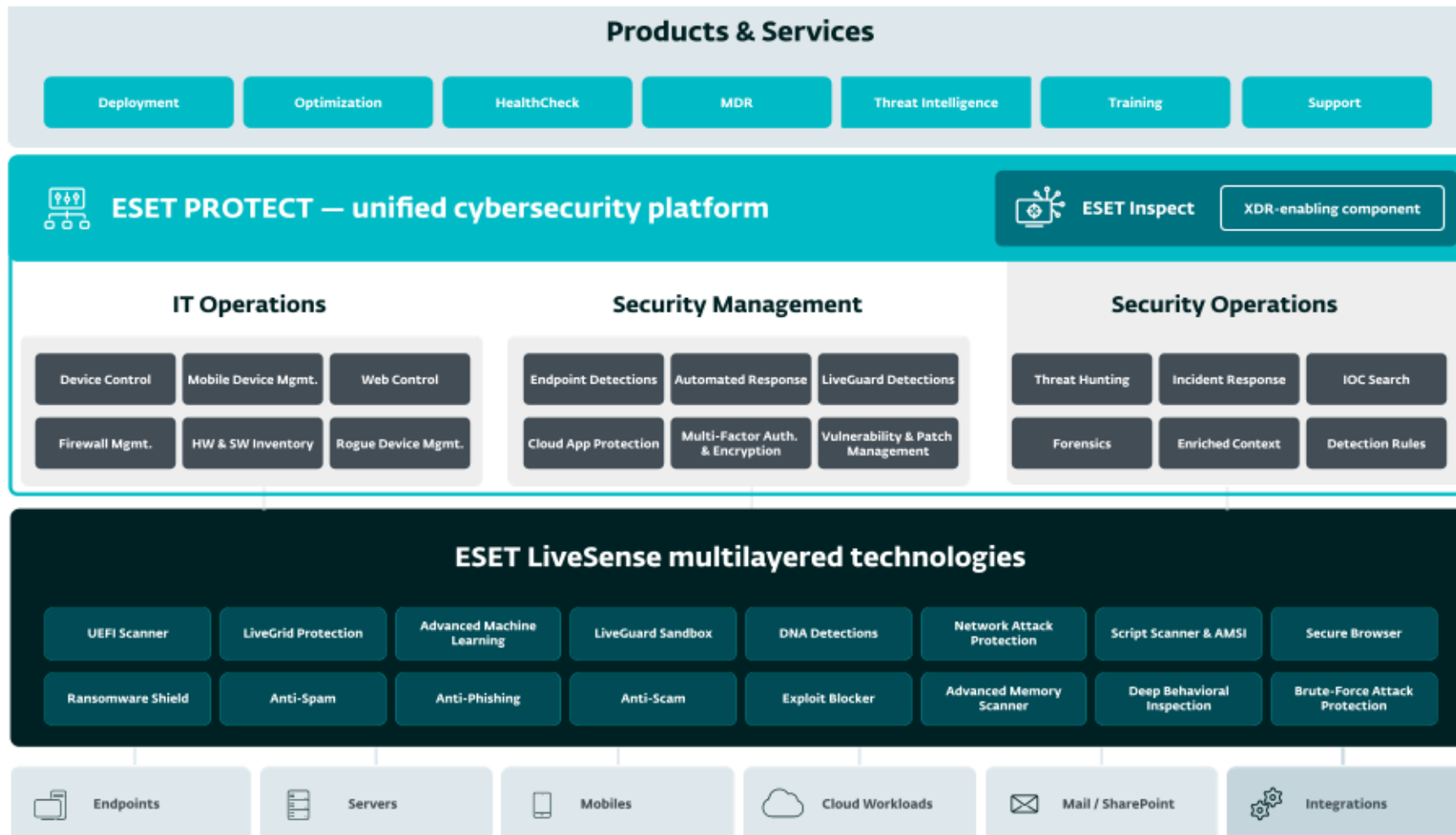
ESET PROTECT PLATFORM

A unified cybersecurity platform that integrates balanced breach prevention, detection and response capabilities, complemented by ESET managed & professional services, and threat intelligence. It is simple, modular, adaptable, and continuously innovated – always with the benefit of ESET customers in mind.

ESET LiveSense®
Multiple Layers of Protection

Human Expertise | Machine Learning | ESET LiveGrid®: Cloud Reputation System

DETECT

RESPOND

PREVENT

Threat Intelligence
Curated Security Intelligence Feeds and APT Reports

Security Services including MDR

Integrations & Plugins
Application Programming Interfaces
Security Incident and Event Management
Remote Monitoring and Management

Security Management
ESET PROTECT

Detection & Response
ESET Inspect

Advanced Threat Defense ESET LiveGuard

Modern Endpoint Security

Encryption

Cloud Application Protection

Multi-Factor Authentication

Vulnerability & Patch Management

Mail Security

XDR capable

ESET PROTECT PLATFORM

ESET PROTECT Platform provides superior network visibility and extended detection and response (XDR) capabilities thanks to sophisticated tools like ESET Inspect. All from a single, intuitive dashboard.

Products & Services

Deployment	Optimization	HealthCheck	MDR	Threat Intelligence	Training	Support

ESET PROTECT — unified cybersecurity platform

ESET Inspect — XDR-enabling component

IT Operations

Device Control	Mobile Device Mgmt.	Web Control
Firewall Mgmt.	HW & SW Inventory	Rogue Device Mgmt.

Security Management

Endpoint Detections	Automated Response	LiveGuard Detections
Cloud App Protection	Multi-Factor Auth. & Encryption	Vulnerability & Patch Management

Security Operations

Threat Hunting	Incident Response	IOC Search
Forensics	Enriched Context	Detection Rules

ESET LiveSense multilayered technologies

UEFI Scanner	LiveGrid Protection	Advanced Machine Learning	LiveGuard Sandbox	DNA Detections	Network Attack Protection	Script Scanner & AMSI	Secure Browser
Ransomware Shield	Anti-Spam	Anti-Phishing	Anti-Scam	Exploit Blocker	Advanced Memory Scanner	Deep Behavioral Inspection	Brute-Force Attack Protection

Endpoints	Servers	Mobiles	Cloud Workloads	Mail / SharePoint	Integrations

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ESET PROTECT PLATFORM TIERS

Scalable and customizable security solutions, easy to manage from a cloud or on-prem console.

		ESET PROTECT ENTRY	ESET PROTECT ADVANCED	ESET PROTECT COMPLETE	ESET PROTECT ELITE	ESET PROTECT MDR
		Modern multilayered endpoint protection featuring strong machine learning and easy-to-use management	Best-in-class endpoint protection against ransomware and zero-day threats, backed by powerful data security	Complete, multilayered protection for endpoints, cloud applications and email, the number one threat vector	All-in-one prevention, detection & response combining enterprise-grade XDR with complete multilayered protection	Continuous protection for your evolving IT environment, superior multiplatform cyber risk management and world-class 24/7 ESET expertise on call
Core Capabilities	CONSOLE	●	●	●	●	●
	MODERN ENDPOINT PROTECTION	●	●	●	●	●
	SERVER SECURITY	●	●	●	●	●
	ADVANCED THREAT DEFENSE		●	●	●	●
	FULL DISK ENCRYPTION		●	●	●	●
	MAIL SECURITY			●	●	●
	CLOUD APP PROTECTION			●	●	●
	VULNERABILITY & PATCH MANAGEMENT			●	●	●
	DETECTION & RESPONSE				●	●
	MULTI-FACTOR AUTHENTICATION				●	●
Optional Solutions	SHAREPOINT SECURITY	○	○	○	○	○
	ENDPOINT ENCRYPTION	○	○	○	○	○
	THREAT INTELLIGENCE FEEDS & REPORTS	○	○	○	○	○
Services	COMPLIMENTARY TECHNICAL SUPPORT	●	●	●	●	●
	PREMIUM SUPPORT ADVANCED	○	○	○	○	●
	DEPLOYMENT & UPGRADE	○	○	○	○	●
	SECURITY SERVICES	○	○	○	○	●
	MANAGED DETECTION & RESPONSE (MDR)				○	●

Additional solutions

ESET PROTECT Mail Plus includes Console (cloud / on-prem), Advanced Threat Defense, Mail Security
ESET PROTECT Enterprise includes Console (cloud / on-prem), Modern Endpoint Protection, Server Security, Advanced Threat Defense, Full Disk Encryption, Detection and Response (EDR)

● Included
○ Optional

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ESET PROTECT ENTRY

Modern multilayered endpoint protection

Protect your business computers, laptops and smartphones. Strong machine learning and easy-to-use cloud or on-prem management. Cross-platform solution with server security included.

Console

Cloud-based or on-prem, unified security management platform interface for ESET business security capabilities across all operating systems. It enables one-click security deployment and the cloud console gives you network visibility without the need to buy or maintain additional hardware, reducing total cost of ownership.

Server Security

Lightweight multilayered server protection for all general servers and network file storage, to maintain stable and conflict-free operation and ensure business continuity.

Modern Endpoint Protection

Multilayered protection that combines strong malware and exploit prevention by leveraging ESET's multilayered approach, incorporating machine learning, advanced behavioral analytics, big data and human expertise.

- Protect against malware
- Block targeted attacks
- Prevent data breaches
- Stop fileless attacks
- Detect advanced persistent threats
- Utilize Mobile Device Management

★ ★ ★ ★ ★

"We found that ESET matched all our needs. The solution was easy to use, competitively priced and from the kind of industry market-leader we were looking for."

Steven Thompson, IT Support Manager, Totemic

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ESET PROTECT ADVANCED

Best-in-class endpoint protection against ransomware & zero-day threats

Protect your business computers, laptops and smartphone devices via a cross-platform endpoint solution with easy-to-use cloud or on-prem management, server security, advanced threat defense and full-disk encryption for enhanced data protection.

INCLUDED CAPABILITIES

Console

Server Security

Modern Endpoint Protection

Advanced Threat Defense

Provides proactive cloud-based threat defense against targeted attacks and new, never-before-seen threat types, especially ransomware.

- Advanced unpacking & scanning
- Cutting-edge machine learning
- Cloud-based sandboxing
- In-depth behavioral analysis
- Automatic or manual file submission
- Unparalleled speed of analysis

Full Disk Encryption

Allows companies one-click deployment and data encryption on connected Windows and Mac endpoints. It significantly increases your organization's data security and helps you comply with data protection regulations.

- Manage encryption on Windows and macOS machines
- Encrypt system disks, partitions or entire drives
- Deploy, activate and encrypt devices in a single action

ESET PROTECT COMPLETE

Complete protection for endpoints, cloud applications and email—the #1 threat vector

Proven multilayered protection for endpoints, cloud applications and email. Cross-platform solution with easy-to-use cloud or on-prem management that includes advanced threat defense technology, preventing new, never-before-seen types of threats, vulnerability & patch management to reduce your attack surface, and full disk encryption capability for enhanced data protection.

★★★★★

"It's nice to know that our endpoints are now secure, and we can go hard and early on potential threats."

Bob Kambora, IT Manager

Console

Server Security

Modern Endpoint Protection

Advanced Threat Defense

Full Disk Encryption

Cloud Application Protection

Provides advanced protection for Microsoft 365 applications against malware, spam or phishing attacks with ultimate zero-day threat defense and an easy-to-use console.

o An additional layer of protection for Microsoft 365 apps (Exchange Online, OneDrive, Teams, SharePoint Online)
o Automatic protection of new users
o Immediate notification when detection of malware occurs

Mail Security

Additional layer of defense to prevent spam and malware from ever reaching users' mailboxes.

o Robust quarantine management
o Multilayered technology filtering spam and malware
o Anti-phishing protection

Vulnerability & Patch Management

Actively tracks vulnerabilities in operating systems and common applications and enables automated patching across all endpoints.

o Severity-based prioritization of vulnerabilities
o Wide range of filtering options
o Automatic and manual patching options

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ESET PROTECT ELITE

Extended detection and response (XDR) solution

All-in-one prevention, detection & response that combines enterprise-grade XDR – to increase visibility and threat-hunting capabilities – with complete multilayered endpoint protection and data security – to reduce cyber risks.

★★★★★

"Thanks to the data from ESET Inspect, we know almost immediately about the security incident, and we can react to it promptly."

Aleš Staněk, Head of KOC department

Console

Server Security

Modern Endpoint Protection

Advanced Threat Defense

Full Disk Encryption

Cloud Application Protection

Mail Security

Vulnerability & Patch Management

Detection and Response

The XDR-enabling component of the ESET PROTECT Platform, delivering breach prevention, enhanced visibility and remediation.

- Detailed network visibility
- Anomalous behavior detection
- Root-cause analysis
- Multiplatform coverage (Win, macOS, Linux)
- Advanced threat hunting

Multi-Factor Authentication

Easy-to-use and effective mobile-based MFA solution that protects organizations from weak passwords and unauthorized access.

- One-tap authentication
- Support for all types of cloud services
- VPN, RDP and Outlook authentication

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ESET PROTECT MDR

Continuous protection for your evolving IT environment, superior multiplatform cyber risk management and world-class 24/7 ESET expertise on call

Maximum protection, complete cyber risk management and granular visibility into your IT environment. Stay one step ahead of all known and emerging threats. Access world-leading ESET expertise via our Managed Detection and Response (MDR) and Premium Support services, both included.

★★★★★

"Since deploying ESET across our client base, we have not had a single outbreak. It is refreshing talking to tier 1 support that can actually take care of any issues."

Ed Bensinger, CEO, Bensinger Consulting

INCLUDED CAPABILITIES

Console

Server Security

Modern Endpoint Protection

Advanced Threat Defense

Full Disk Encryption

Cloud Application Protection

Mail Security

Vulnerability & Patch Management

Detection and Response

Multi-Factor Authentication

Managed Detection & Response Service

The MDR service combines the skills of ESET's world-class IT security research teams and incident responders, and the cutting-edge technology of ESET's IT security products. Its responsive, tailored support reduces the risk of any interruption in operational continuity.

- Guaranteed response times
- XDR deployment and optimization
- Suspicious behavior investigation
- Digital forensics
- Proactive Threat Hunting and Threat Monitoring

Premium Support Advanced

Provides expert help to set up your ESET IT security products from the time of installation. This greatly lowers the number of potential issues down the line, and is available 24/7/365 to address your IT security setup and deployment needs.

- Immediate response, guaranteed by SLA
- HealthCheck service
- Deployment & Upgrade

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Complementary optional solutions

ESET Cloud Office Security

Provides advanced preventive protection for Microsoft 365 applications against malware, spam and phishing attacks via an easy-to-use cloud management console.

- Antimalware
- Antiphishing
- Antispam
- Advanced Threat Defense
- Cloud-based console

- Exchange Online, OneDrive, Teams, SharePoint Online protection
- Automatic protection of user
- Customizable reports

ESET Secure Authentication

Easy-to-use and effective mobile-based multi-factor authentication (MFA) solution that protects organizations from weak passwords and unauthorized access.

- Supports mobile applications, push notifications, hardware tokens, FIDO security keys, custom methods
- Push authentication that works with iOS and Android smartphones

- No dedicated hardware required
- Full API and SDK included
- Management console accessible via a web browser
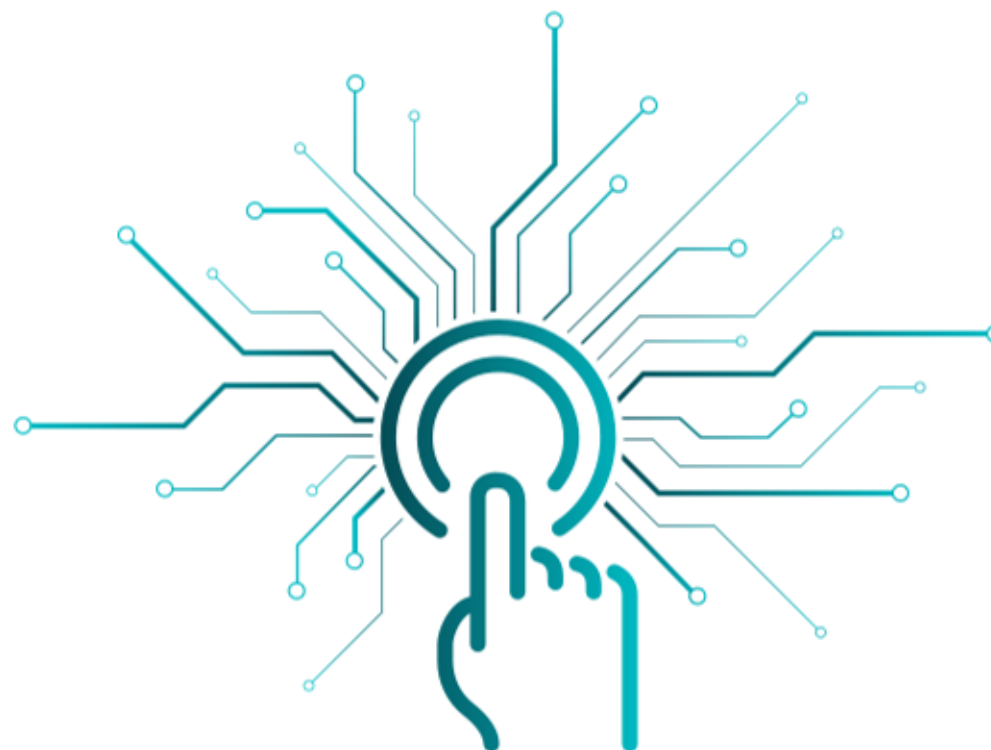
ESET Security for Microsoft SharePoint Server

Advanced protection for SharePoint servers against malicious uploads and unwanted files. Guarantees a stable, conflict-free server environment.

- Antivirus
- Antispyware
- Network Attack Protection
- Botnet Protection

- On-Demand Scanning
- Integration with ESET PROTECT Platform interface

ESET Endpoint Encryption

Provides uniquely simple and powerful data encryption and helps greatly increase your organization's data security and compliance with GDPR.

- Patented technology, FIPS 140-2 validated with 256 bit AES encryption
- Full disk encryption (FDE), file folder encryption, USB encryption, email encryption

- No server required
- Centralized management

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ESET SERVICES

AUGMENT YOUR SECURITY WITH THE POWER OF ESET EXPERTISE.

ESET's comprehensive range of services is designed to help you unlock the full potential of your ESET products, ensure protection against any emerging security issues, and prevent any problematic code from spreading within your network.

ESET Threat Intelligence

Extend your security intelligence from local networks to global cyberspace and access the expertise of the ESET IT team. Get in-depth, up-to-date global knowledge about specific threats and attack sources.

Security Services including MDR

Combining the skills of our world-class IT security research teams and the cutting-edge technology of ESET IT security products that act preventively, proactively and reactively.

Premium Support

Get prompt assistance from ESET at any hour of the day or night, including weekends and public holidays. Using ESET Premium Support greatly lowers the number of potential issues down the line.

ESET Deployment and Upgrade

Smooth initial setup and business continuity ensured by ESET experts. This high performance service reduces the overall complexity associated with the deployment of a new endpoint solution and ensures business continuity.

ESET HealthCheck

Get the most of your ESET business products. ESET HealthCheck verifies how effectively each product was initially set up and how well it has been adjusted. ESET experts then advise on how to maximize each product's performance in order to achieve full operational benefit.

Industry-leading technology from ESET

Our unique, multilayered approach to digital security

ESET LiveSense® security technology, together with our machine learning expertise, ESET LiveGrid® cloud reputation system, and our people, power the world's most formidable cyber threat prevention, detection and response platform.

ESET LiveGrid®

Whenever a zero-day threat such as ransomware is seen, the file is sent to our cloud-based malware protection system, ESET LiveGrid®, where the threat is detonated and behavior is monitored. Results from this system are provided to all endpoints globally within minutes, without requiring any updates.

Machine Learning

Uses the combined power of neural networks and handpicked algorithms to correctly label incoming samples as clean, potentially unwanted or malicious. To offer the best detection rates and lowest possible number of false positives, ESET Augur, our machine-learning engine, is fine tuned to cooperate with other protective technologies such as DNA, sandbox and memory analysis, to extract behavioral features.
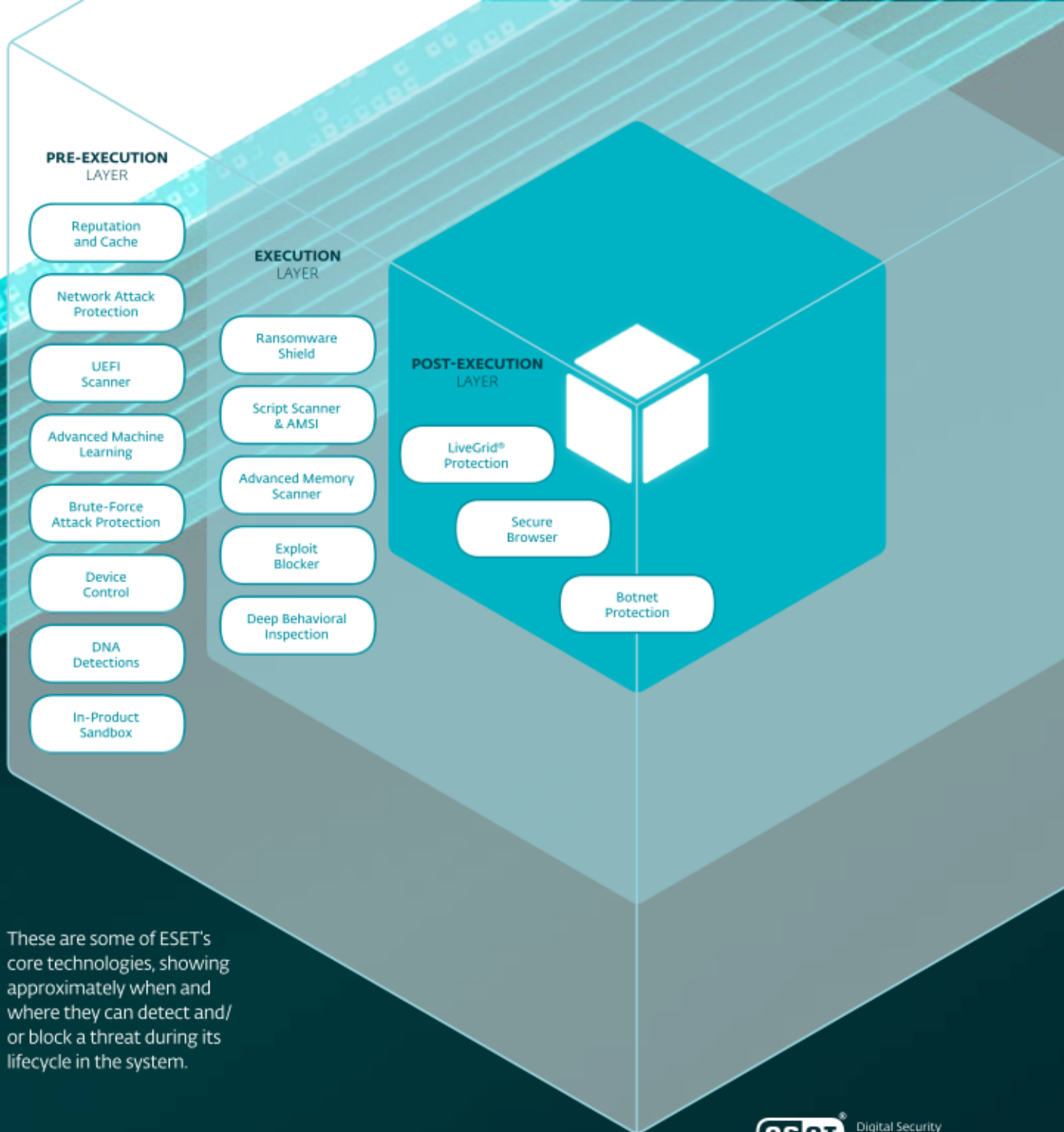
Human Expertise

It's not all about technology. ESET invests heavily in its people to ensure we have an educated and trained workforce that wants to stay with the company. World-class security researchers share their knowledge to ensure the best round-the-clock global threat intelligence.

ESET LiveSense®

A single layer of defense is not enough in today's constantly-evolving threat landscape. ESET LiveSense® employs a multitude of proprietary, layered technologies that go far beyond the capabilities of basic antivirus.

PRE-EXECUTION LAYER

- Reputation and Cache
- Network Attack Protection
- UEFI Scanner
- Advanced Machine Learning
- Brute-Force Attack Protection
- Device Control
- DNA Detections
- In-Product Sandbox

EXECUTION LAYER

- Ransomware Shield
- Script Scanner & AMSI
- Advanced Memory Scanner
- Exploit Blocker
- Deep Behavioral Inspection

POST-EXECUTION LAYER

- LiveGrid® Protection
- Secure Browser
- Botnet Protection

These are some of ESET's core technologies, showing approximately when and where they can detect and/or block a threat during its lifecycle in the system.

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Features & Services Overview

Category	Features	ESET PROTECT ENTRY	ESET PROTECT ADVANCED	ESET PROTECT COMPLETE	ESET PROTECT ELITE	ESET PROTECT MDR
Endpoint Protection & Server Security	Brute-Force Attack Protection	●	●	●	●	●
	Deep Behavioral Inspection	●	●	●	●	●
	Script Scanning (AMSI)	●	●	●	●	●
	UEFI/registry/WMI Inspection	●	●	●	●	●
	LiveGrid® (cloud reputation)	●	●	●	●	●
	SSL Protection	●	●	●	●	●
	Network Isolation	●	●	●	●	●
	Web Control	●	●	●	●	●
	Antimalware	●	●	●	●	●
	Antiphishing	●	●	●	●	●
	Secure Browser	●	●	●	●	●
	Firewall	●	●	●	●	●
	Network Attack Protection	●	●	●	●	●
	Botnet Protection	●	●	●	●	●
	Host Intrusion Prevention System (HIPS)	●	●	●	●	●
	Advanced Memory Scanner	●	●	●	●	●
	Device Control	●	●	●	●	●
	Exploit Blocker	●	●	●	●	●
	Ransomware Shield	●	●	●	●	●
	Anti-Theft (for Android devices)	●	●	●	●	●
	Application Control (for Android devices)	●	●	●	●	●
	MDM (for iOS and iPadOS devices)	●	●	●	●	●

Category	Features	ESET PROTECT ENTRY	ESET PROTECT ADVANCED	ESET PROTECT COMPLETE	ESET PROTECT ELITE	ESET PROTECT MDR
Console	Cloud or on-premises console deployment	●	●	●	●	●
	Multitenancy (granular access rights)	●	●	●	●	●
	Customizable dashboards	●	●	●	●	●
	Advanced reporting (with more than 100 predefined templates)	●	●	●	●	●
	Notification management	●	●	●	●	●
	Central management of exclusions	●	●	●	●	●
	Central management of quarantine	●	●	●	●	●
	Dynamic groups management	●	●	●	●	●
	(DGs can be used for automation)	●	●	●	●	●
	AD synchronization (computers)	●	●	●	●	●
	Audit log	●	●	●	●	●
	Syslog (log exporting to SIEM)	●	●	●	●	●
Full Disk Encryption	Multitenancy (granular access rights)		●	●	●	●
	Dynamic groups management		●	●	●	●
	Remote (dis)enablement of encryption		●	●	●	●
	Option of TPM and OPAL encryption		●	●	●	●
	Pause or disable FDE authentication		●	●	●	●
	Notification management		●	●	●	●
	AD synchronization (computers)		●	●	●	●
Vulnerability & Patch Management	Centrally managed from the ESET PROTECT Cloud console			●	●	●
	Automated scanning with customizable schedule settings			●	●	●
	Severity-based prioritization of vulnerabilities			●	●	●
	List of affected devices and database of vulnerabilities			●	●	●
	Wide range of filtering options			●	●	●
	Ability to create exceptions for specific vulnerabilities			●	●	●
	Automatic and manual patching options			●	●	●
	List of available patches / new versions of apps			●	●	●
	Customizable patching policies			●	●	●

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Category	Features	ESET PROTECT ENTRY	ESET PROTECT ADVANCED	ESET PROTECT COMPLETE	ESET PROTECT ELITE	ESET PROTECT MDR
Advanced Threat Defense	Advanced multilayered analysis		●	●	●	●
	Automatic protection		●	●	●	●
	Manual sample submission for analysis		●	●	●	●
	Behavior reports (from 100+ seats)		●	●	●	●
	Cloud sandbox analysis		●	●	●	●
	Advanced unpacking and scanning		●	●	●	●
	Advanced machine learning detection		●	●	●	●
	Experimental detection engine		●	●	●	●
	In-depth behavioral analysis		●	●	●	●
Cloud App Protection	Antispam (Exchange Online)			●	●	●
	Antiphising (Exchange Online)			●	●	●
	Antimalware (Exchange Online, OneDrive, Teams, SharePoint Online)			●	●	●
	Quarantine for emails and files			●	●	●
	Advanced threat defense			●	●	●
	Dedicated cloud-based console			●	●	●
	Reports			●	●	●
Mail Security	Antispam			●	●	●
	Antimalware scanning of emails			●	●	●
	Antiphishing email protection			●	●	●
	Antispyware			●	●	●
	Anti-stealth protection			●	●	●
	Host Intrusion Prevention System (HIPS)			●	●	●
	Email client protection			●	●	●
	Ransomware Shield			●	●	●
	UEFI Scanner			●	●	●
	Real-time file system protection			●	●	●
	Vulnerability Shield			●	●	●
	Quarantine management			●	●	●
	RMM plugin support			●	●	●

Category	Features	ESET PROTECT ENTRY	ESET PROTECT ADVANCED	ESET PROTECT COMPLETE	ESET PROTECT ELITE	ESET PROTECT MDR
Extended Detection & Response	Anomalous behavior detection				●	●
	Open fully customizable Rule Engine				●	●
	Multi-platform coverage (Win, macOS, Linux)				●	●
	Public REST API				●	●
	MITRE ATT&CK integration				●	●
	Live response via remote PowerShell				●	●
	Quick response options incl. endpoint network isolation				●	●
	Advanced threat hunting				●	●
	Incident management interface				●	●
	IOC search and query based search				●	●
	Automatic baselining				●	●
	Root cause analysis				●	●
Managed Detection & Response	Malware: missing detection, cleaning, ransomware infection					●
	False-positive handling					●
	General: Suspicious behavior investigation					●
	Detail file analysis					●
	Digital forensic incident response assistance					●
	Support – rules and exclusion					●
	Initial Optimization					●
	Threat Monitoring					●
	Threat Hunting					●
	Deployment & Upgrade					●
Premium Support	SLA-guaranteed response times (2 hours)					●
	365/24/7 Support availability					●
	Point of contact at ESET Tech Support					●
	Unlimited contact points					●
	Priority call queuing					●
	Unlimited premium tickets					●
	Dedicated account manager					●
	Priority access to development teams					●
	Proactive informative services					●
	Deployment and Upgrade					●
	HealthCheck					●
	Dedicated cloud-based console					●
	Reports					●

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NOTES:

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