OVERVIEW

SECURITY SERVICES

Strengthen your operations with ESET's proven expertise. Experience accelerated detection, containment and remediation of security incidents, with threat hunting and 24/7 support.

Progress. Protected.

What are ESET Security Services?

ESET Security Services work together with your ESET modules to deliver a complete solution that acts preventively, reactively and proactively. They reinforce your IT security team with local support, in your language. ESET experts are ready to help if and when security issues arise.

We offer different service levels, depending on your needs and the expertise of your in-house security teams.

They cover everything from basic malware investigation and removal to automated and manual file analysis – from incident investigation and response to digital forensics, and advanced threat hunting and response tools to full managed detection and response (MDR).

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

- Provide exceptional 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 modules 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

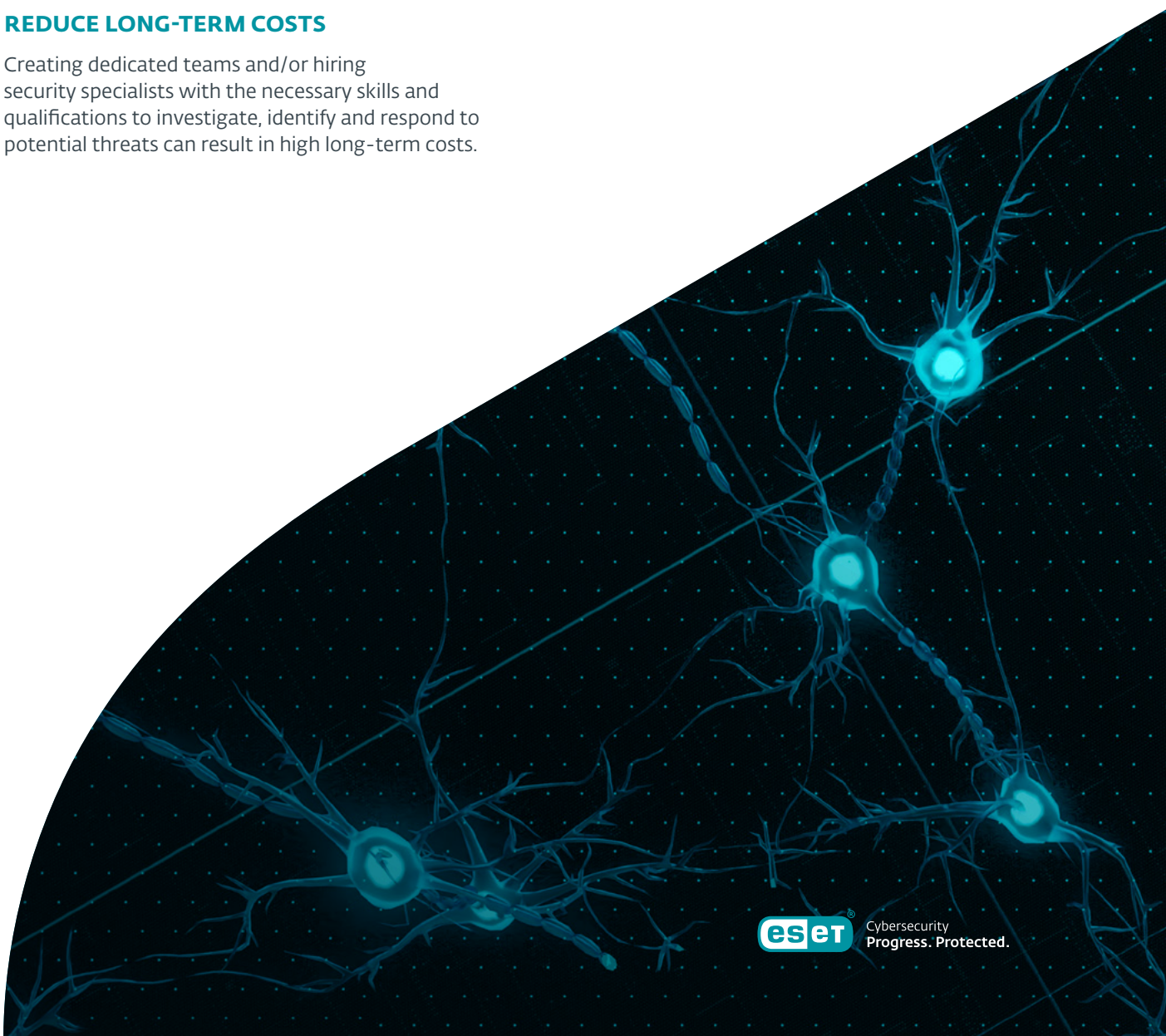
Creating dedicated teams and/or hiring security specialists with the necessary skills and qualifications to investigate, identify and respond to potential threats can result in high long-term costs.

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 PROTECT Platform modules.

GET READY FOR COMPLIANCE

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. These include threat hunting, detection and response services delivered by ESET's industry-leading experts.



Choose the service that best fits your organization's needs

Managed Detection & Response Services

	ESET MDR MDR Service	ESET MDR ULTIMATE MDR Ultimate Service
Continuous Threat Monitoring, Triage and Response	●	●
Expert-Led Threat Hunting	●	●
Global Threat Intelligence Team	●	●
Active Campaign Threat Hunting	●	●
Active Incident Support	●	●
Behavior Patterns and Exclusions Optimization	●	●
Behavior Patterns Library	●	●
Tailored Reporting	● Standard	● Advanced
Retrospective Threat Hunting	○	●
Customized Threat Hunting	○	●
Attack Vectors Visibility	○	●
Digital Forensic Incident Response (DFIR) Assistance	○	●
Dedicated Incident Response Lead	○	●
Expert Assistance for MDR Alerts, with More Context	○	●
Malware Detection Support	○	●
Malware File Expert Analysis	○	●
Deployment & Upgrade	○	●

Detection & Response Services

	ESET DETECTION & RESPONSE ESSENTIAL	ESET DETECTION & RESPONSE ADVANCED
Global Threat Intelligence Team	●	●
Active Campaign Threat Hunting	●	●
Digital Forensic Incident Response (DFIR) Assistance	●	●
Malware Detection Support	●	●
Malware File Expert Analysis	●	●
Behavior Patterns and Exclusions Optimization	○	●
Behavior Patterns Library	○	●
Customized Threat Hunting	○	●
Attack Vectors Visibility	○	●
Continuous Threat Monitoring, Triage and Response	○	○
Expert-Led Threat Hunting	○	○
Tailored Reporting	○	○
Retrospective Threat Hunting	○	○
Dedicated Incident Response Lead	○	○
Expert Assistance for MDR Alerts, with More Context	○	○
Deployment & Upgrade	○	○

What's inside: **ESET MDR**

ESET MDR (Managed Detection & Response) is designed to deliver immediate, sophisticated threat management, regardless of the current size of your business or cybersecurity posture. Achieve industry-leading protection without the need for in-house security specialists and eliminate data or organizational bottlenecks that hinder threat detection and response.

ESET MDR exposes malicious activities and performs containment and eradication actions to prevent serious damage. The service performs immediate containment actions on most incidents to prevent damage. You will receive alerts, via product and email notifications, about the steps taken.

KEY FEATURES OF ESET MDR

CONTINUOUS THREAT MONITORING, TRIAGE AND RESPONSE

ESET provides you with a human-led round-the-clock service that leverages IoC, IoA, UEBA, AI, comprehensive internal and external Threat Intelligence feeds and similar sophisticated monitoring and detection techniques to protect your environment.

GLOBAL THREAT INTELLIGENCE TEAM

Leverage the power of ESET's Threat Intelligence team, which actively responds to high-impact security events worldwide, coordinating action to respond to the most critical incidents via the ESET PROTECT Platform environment.

ACTIVE CAMPAIGN THREAT HUNTING

ESET's team of experts constantly monitors active malware group campaigns. Our findings, attack-pattern analysis and countermeasures are implemented into the service so that you are immediately protected.

ACTIVE INCIDENT SUPPORT

Prompt, 24/7 expert assistance for active ongoing security incidents, delivered by dedicated ESET specialists who help contain threats and minimize potential damage.

CONTINUOUS IMPROVEMENT AND AUTOMATION

We continuously test detection and response mechanisms, and instantly implement improvements to enhance your security.

BEHAVIOR PATTERNS LIBRARY

Access to a pre-built, customizable library of detection strategies that can serve as a template for new criteria and fine-tuning of existing criteria.

EXCLUSIONS OPTIMIZATION

Detection and exclusion optimizations are customized and matched to your environment.

EXPERT-LED THREAT HUNTING

Security experts constantly evaluate and correlate detections into structured and mapped incidents.

TAILORED REPORTING

Your security team will receive automatic reports on a weekly and monthly basis and can generate reports on incidents, the state of the environment and other details.

What's inside:
ESET MDR Ultimate

ESET MDR Ultimate is ESET's premium MDR service – the complete end-to-end solution for your Enterprise, designed to reduce long-term costs and increase efficiency.

Built around ESET's XDR-enabling component, ESET Inspect, it will help your organization reap the full benefits of detection and response capabilities without requiring an in-house team of digital security experts or additional resources.

ESET experts will deploy, optimize and manage daily operations so you can focus on your core business. ESET MDR Ultimate includes digital forensic incident response (DFIR) assistance from a dedicated ESET specialist. In the event of an incident, you can request support from a dedicated ESET lead, who will provide complete end-to-end resolution of the issue. Also, benefit from comprehensive retrospective threat hunting, using deep analysis to pre-empt future attacks.

INCLUDES ALL ESET MDR BENEFITS, PLUS THE FOLLOWING:

PROACTIVE THREAT HUNTING

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

THREAT MONITORING

We help you to navigate the data/events/alarms generated by ESET Inspect, prioritize potential threats/breaches and harness the tool's full potential. ESET experts monitor your data daily, issuing alerts and recommending actions.

DEPLOYMENT AND UPGRADE

ESET will install and configure specific modules in your environment and provide training to ensure they work optimally, thus reducing the overall complexity associated with new and upgraded endpoint security modules. A thorough initial assessment before each execution or deployment ensures there are no surprises.

What's inside: **ESET Detection & Response Essential**

Give your organization a level of security that exceeds standard product support. ESET Detection & Response Essential is designed to complement ESET products that are integrated into your security ecosystem and will help to investigate, identify and respond to threats that penetrate standard defenses.

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

GUARANTEED FAST RESPONSE

Reduce interruptions to your business and minimize the impact of any attack. ESET assistance is available on demand to quickly address missing detections and cleaning problems for malware, investigate suspicious behavior and mitigate ransomware infections.

SUPERIOR SUPPORT

Local support is immediately available in your language, and is complemented by ESET HQ's technical expertise.

TAILORED APPROACH

ESET partners with your team to develop a response and remediation plan customized to meet your operational specifics.

INCIDENT INVESTIGATION AND RESPONSE

This service provides your security team with detailed file analysis, reverse engineering, digital forensics and digital forensic incident response assistance.

What's inside: **ESET Detection & Response Advanced**

ESET Detection & Response Advanced offers round-the-clock support, thanks to ESET experts working with your team to develop a response and remediation plan that balances your company's business and security needs.

This package is designed to complement ESET Inspect, the XDR-enabling module of the ESET PROTECT Platform. It fuses the advantages of granular visibility provided by ESET Inspect with the know-how of our industry-leading experts to deliver improved detection, threat hunting, investigation, and targeted actions to eliminate threats. It also provides initial optimization via an assessment of your environment and optimal customization of the solution.

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

DEDICATED SUPPORT

Get focused support related to setup, modification, or function – for example, to detect specific malware behavior – as well as follow-up consultation and recommendations.

GENERAL SECURITY-RELATED QUESTIONS

You get extra support in the event that an ESET Inspect security-related question is not covered: we'll analyze the respective behavior, provide advice and ask developers to make improvements.

SUPPORT – EXCLUSIONS

If you need support related to exclusion creation, modification, or disfunction, we'll consult and advise on setting up the desired exclusion.

INITIAL OPTIMIZATION

We'll ensure your security solution starts off on the right foot, with a particular focus on ironing out false positives after installation in your environment. Customizations can be created to reflect your organization's specific needs and expectations.

ESET INSPECT THREAT HUNTING

We'll help you use ESET Inspect to conduct malware analysis and adversary monitoring, and obtain information about threats and weaknesses, including definition of steps via a checklist. The granular visibility of ESET Inspect allows for instant threat detection and helps identify compliance risks that meet cyber insurance providers' needs.

This is ESET

Proactive defense. Minimize risks with prevention.

Stay one step ahead of known and emerging cyber threats—targeted attacks, zero-day threats, ransomware, phishing, and more—with our AI-Native, prevention-first approach. ESET combines the power of AI and human expertise to deliver easy and effective protection.

Experience best-in-class, science-driven security, backed by over 30 years of in-house global cyber threat intelligence. Our extensive R&D network, led by industry-acclaimed researchers, powers our award-winning, cloud-first cybersecurity platform. ESET solutions are highly customizable, include local support, and have minimal impact on performance.

ESET protects your business so you can unlock the full potential of technology.

ESET IN NUMBERS

1bn+
protected internet users

500k+
business customers

178
countries

11
global R&D centers

SOME OF OUR CUSTOMERS

MITSUBISHI MOTORS
Drive your Ambition

protected by ESET since 2017
more than 9,500 devices

BVB 09

protected by ESET since 2019
1,200 devices & 2,700 mailboxes

Canon
Canon Marketing Japan Group

protected by ESET since 2016
more than 23,000 devices

protected by ESET since 2008
2 million customer base

RECOGNITION

SE LABS ® AWARDS
Enterprise Endpoint (Windows)
WINNER 2025

Winner of the **Best Enterprise Endpoint** and **Best Small Business Endpoint** awards at the SE LABS Awards 2025

Gartner Peer Insights **Customers' Choice** 2026

Named a **Customers' Choice** in Gartner® Peer Insights™ **"Voice of the Customer" Endpoint Protection Platforms** report 2026

FROST & SULLIVAN

Named a **Leader** in Frost Radar: Endpoint Security 2025, demonstrating excellence in growth & innovation

Why choose ESET?

What do ESET customers say about ESET Security Services?

CUSTOMER REVIEWS

★★★★★

"ESET MDR ENSURES DATA CONFIDENTIALITY AND ACCESSIBILITY"

"ESET MDR, PROTECT, Inspect & Cloud Protection allow us to sleep better at night, knowing our data is confidential."

IT Manager
Manufacturing, United States

★★★★★

"A POWERFUL SOLUTION, PROVIDING ROUND-THE-CLOCK SECURITY"

"ESET's MDR solution empowers your internal staff with strong information, backed up by a 24/7 ESET SOC watching your devices."

VP for IT Infrastructure
IT Services, United States

★★★★★

"BATTLING CYBERSECURITY CONCERNS WITH ESET'S ADVANCED THREAT DETECTION"

"One of the most valuable tools I see is Continuous Threat Monitoring. It provides the best cybersecurity expertise from ESET."

Dev Ops Engineer
Software, India

★★★★★

"ESET EFFICIENTLY MANAGES ADMINISTRATION AND MONITORING"

"The product is intuitive, co-management is possible, and the 24/7 monitoring by ESET is particularly reassuring!"

IT Manager
Retail, France

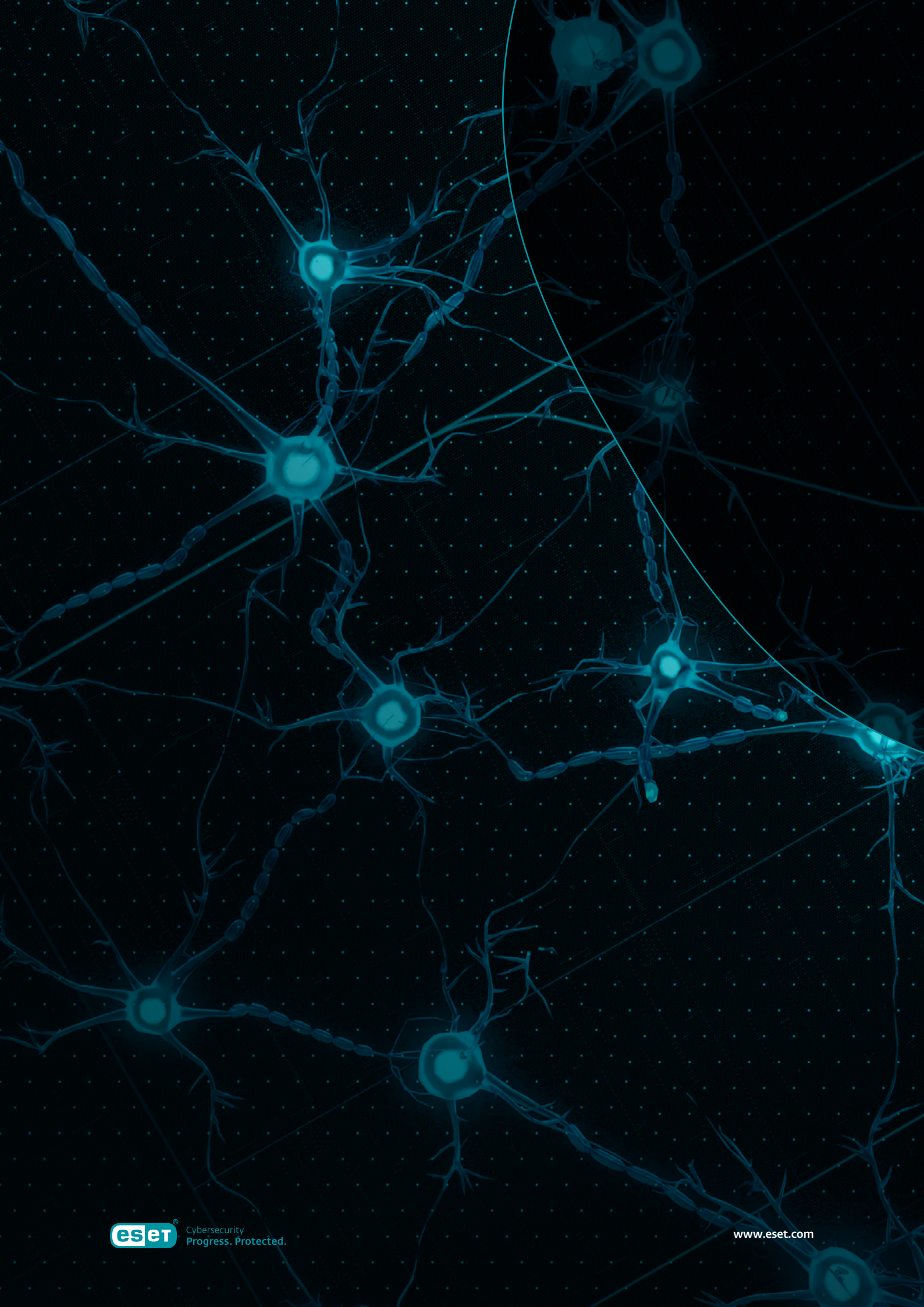
CUSTOMER SUCCESS STORY

CANON MARKETING JAPAN INC. ADOPTS ESET MDR SOLUTION

"Implementation of ESET's security solutions has been seamless across our approximately 23,000 computers and devices, with no concerns or complaints reported by any of the thousands of employees who utilize the system."

Taro Tanaka, General Manager, IT Architect Division
Canon Marketing Japan Inc.

Read more:



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