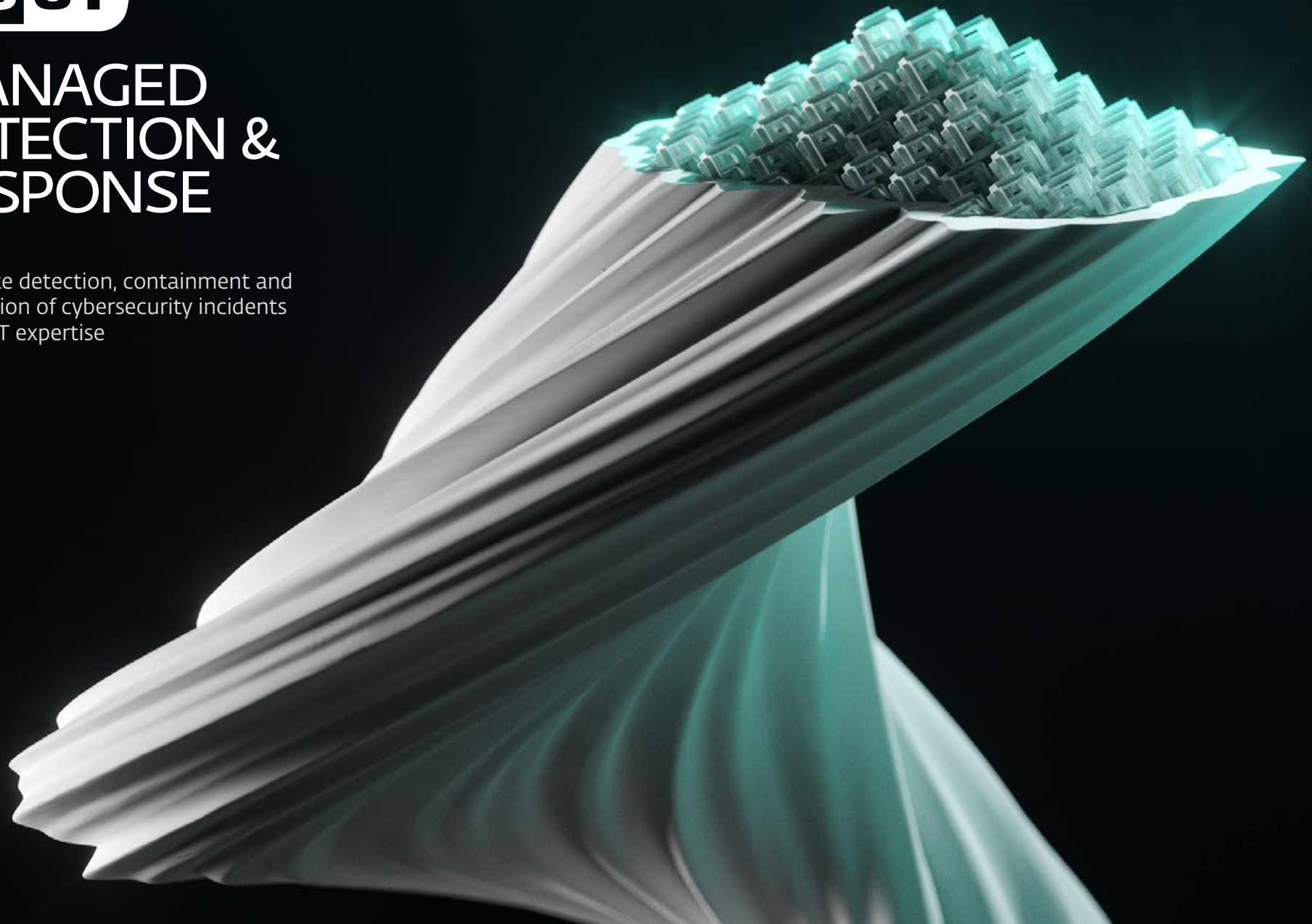
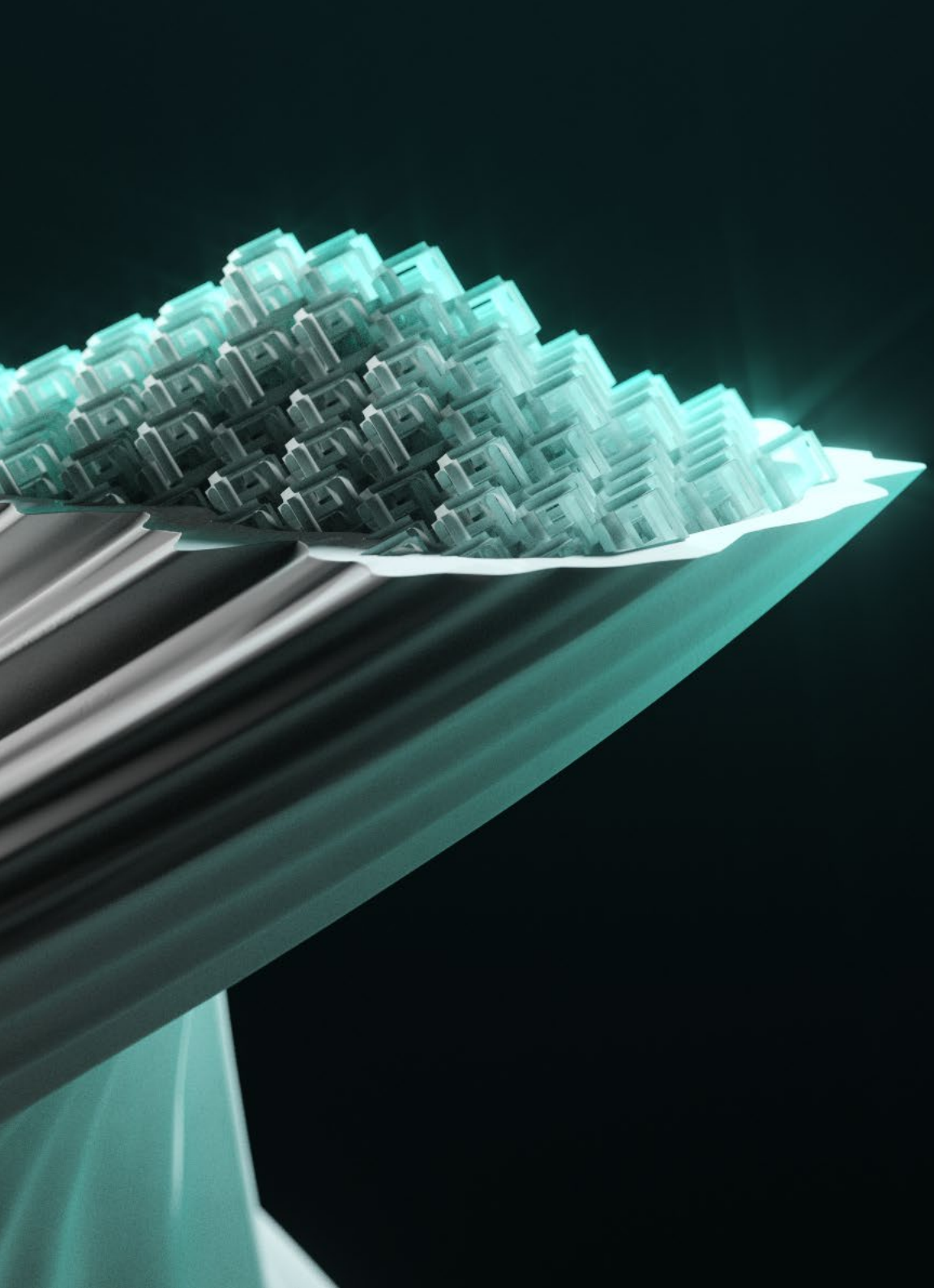
MANAGED DETECTION & RESPONSE

Accelerate detection, containment and remediation of cybersecurity incidents with ESET expertise





What is ESET's Managed Detection and Response service?

With customized, integrated and proactive MDR services delivered by industry-leading experts, ESET enhances your protection against potential security issues. Together with our products, ESET's Managed Detection and Response creates a complete security solution that will:

- provide effective help in the investigation of incidents and security challenges
- perform robust analysis of potentially harmful files
- implement response and remediation steps to ensure business continuity

Why ESET Managed Detection and Response?

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.

MANPOWER CHALLENGE

Utilizing new, complex security solutions can prove tricky even for organizations with dedicated security or IT teams. Moreover, focusing on the implementation and operation of new tools can divert the focus of an IT team, which may prevent it from executing core operations vital for business continuity.

LONG-TERM COSTS

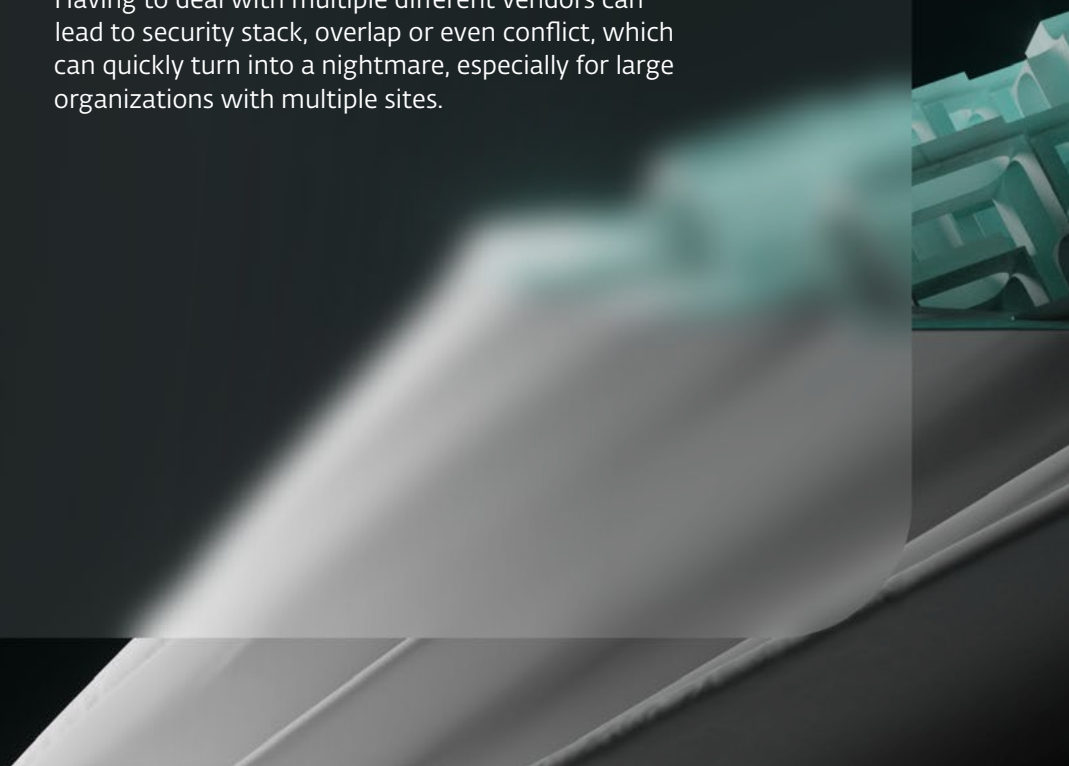
Creating dedicated teams and/or hiring security specialists who have the necessary skills and qualifications to investigate, identify and respond to potential cybersecurity threats can result in high long-term costs.

SIMPLIFIED 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.

INFRASTRUCTURE COMPLEXITIES

Having to deal with multiple different vendors can lead to security stack, overlap or even conflict, which can quickly turn into a nightmare, especially for large organizations with multiple sites.



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

		ESET DETECTION AND RESPONSE ADVANCED	ESET DETECTION AND RESPONSE ULTIMATE
Response Times		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
Incident Investigation & Response	BASIC FILE ANALYSIS	YES	YES
	DETAILED FILE ANALYSIS	YES	YES
	DIGITAL FORENSICS	YES	YES
	DIGITAL FORENSIC INCIDENT RESPONSE ASSISTANCE	YES	YES
Security Suppport for EDR	SUPPORT—RULES	YES	YES
	SUPPORT—EXCLUSIONS	YES	YES
	GENERAL: EDR SECURITY-RELATED QUESTIONS	YES	YES
	EDR: INITIAL OPTIMIZATION	YES	YES
	EDR: THREAT HUNTING (ON-DEMAND)	YES	YES
EDR Security Service	EDR: THREAT MONITORING	x	YES
	EDR: THREAT HUNTING (PROACTIVE)	x	YES
Supporting Professional Services	DEPLOYMENT & UPGRADE	x	YES

What's inside?

ESET Detection and Response Advanced

ESET Detection and Response Advanced is a comprehensive security services package designed to complement our endpoint detection and response solution—ESET Enterprise Inspector. It fuses the advantages of granular visibility provided by EEI with the knowledge and experience of industry-leading experts to deliver improved detection, threat hunting, investigation, and targeted actions to eliminate threats.

The package covers everything from basic malware investigation and removal, to file analysis, incident investigation and response, digital forensics, assistance with the correct utilization of ESET Enterprise Inspector and even on-demand threat hunting. It is best suited to ESET Enterprise Inspector customers that have the basic manpower to manage its daily operations on their own, but want to make sure that the product is correctly optimized and customized for their organization.

What's inside?

ESET Detection and Response Advanced

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 to mitigate ransomware infections much faster, reducing business interruption and minimizing the impact of any attack.

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.

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.

INCIDENT INVESTIGATION AND RESPONSE

ESET Detection and Response Advanced 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 Ultimate

ESET Detection and Response Ultimate is our full MDR package: an end-to-end solution built around our EDR solution, ESET Enterprise Inspector. It helps organizations reap the full benefits of Endpoint Detection & Response without having to build an in-house team of digital security experts or add a "second pair of eyes" to augment their existing team.

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 periodic threat hunting.

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 Ultimate

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

PROACTIVE THREAT HUNTING

Investigates data, events and alarms generated by ESET Endpoint Inspector. 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 Enterprise Inspector, prioritize potential threats/breaches and harness the tool's full potential—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

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+	400 k+	200+	13
users worldwide	business customers	countries & territories	global R&D centers

SOME OF OUR CUSTOMERS

Canon

protected by ESET since 2016
more than 14.000 endpoints

T

ISP security partner since 2008
2 milion customer base

MITSUBISHI MOTORS

protected by ESET since 2017
more than 14,000 endpoints

Allianz Suisse

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.

ANALYST RECOGNITION

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.

THE RADICATI GROUP, INC.
A TECHNOLOGY MARKET RESEARCH FIRM

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 a liates.