

2025-01

ESET vs. Microsoft

Comparison of publicly available data
of Business products

Comparison of product detection capabilities and performance

Research based on independent test results of business products

Name of the test, feature	ESET	Microsoft	Tested products, source
AV-Comparatives Business Security Test (Aug–Nov 2024) Protection rate	99,6% Protection rate	98,8% Protection rate	ESET PROTECT Entry, Microsoft Defender Antivirus Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/11/avc_biz_2024_12.pdf
AV-Comparatives Business Security Test (Aug–Nov 2024) Impact score (lower is better)	9.7 Points	15.2 Points	ESET PROTECT Entry, Microsoft Defender Antivirus Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/11/avc_biz_2024_12.pdf
AV-Comparatives Business Security Test (Aug–Sep 2024) False positives (non-business files)	Very low (0-5)	Low (6-15)	ESET PROTECT Entry, Microsoft Defender Antivirus Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/10/avc_biz_2024_10_factsheet.pdf
AV-Comparatives Business Security Test (Mar–Jun 2024) Protection rate	99,6% Protection rate	98,2% Protection rate	ESET PROTECT Entry, Microsoft Defender Antivirus Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf
AV-Comparatives Business Security Test (Mar–Jun 2024) False positives (non-business files)	Low (6-15)	Medium (16-35)	ESET PROTECT Entry, Microsoft Defender Antivirus Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf
AV-Comparatives Business Security Test (Mar–Jun 2024) Impact score (lower is better)	3.8 Points	14.0 Points	ESET PROTECT Entry, Microsoft Defender Antivirus Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf

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Comparison of product detection capabilities and performance

Research based on independent test results of business products

Name of the test, feature	ESET	Microsoft	Tested products, source
MRG Effitas 360° Assessment & Certification – Q3 2024 ITW phishing test	5/5 Blocked samples	3/5 Blocked samples	ESET Endpoint Security, Microsoft Defender AV Link to the test: https://www.mrg-effitas.com/wp-content/uploads/2024/12/MRG_Effitas_360_Q3_2024-1.pdf
MRG Effitas 360° Assessment & Certification – Q3 2024 Phishing simulator test	5/5 Blocked samples	0/5 Blocked samples	ESET Endpoint Security, Microsoft Defender AV Link to the test: https://www.mrg-effitas.com/wp-content/uploads/2024/12/MRG_Effitas_360_Q3_2024-1.pdf
MRG Effitas 360° Assessment & Certification – Q3 2024 Malware detection test	0% Samples missed	0,56% Samples missed	ESET Endpoint Security, Microsoft Defender AV Link to the test: https://www.mrg-effitas.com/wp-content/uploads/2024/12/MRG_Effitas_360_Q3_2024-1.pdf
MRG Effitas 360° Assessment & Certification – Q2 2024 Phishing simulator test	5/5 Blocked samples	0/5 Blocked samples	ESET Endpoint Security, Microsoft Defender AV Link to the test: https://www.mrg-effitas.com/wp-content/uploads/2024/08/MRG_Effitas_360_Q2_2024_Final-2.pdf
MRG Effitas 360° Assessment & Certification – Q1 2024 PUA/Adware detection test	0% Samples missed	44,44% Samples missed	ESET Endpoint Security, Microsoft Defender AV Link to the test: https://www.mrg-effitas.com/wp-content/uploads/2024/06/MRG_Effitas_360_Q1_2024.pdf
Passmark Business Security Products Benchmark 1/2025 Performance Benchmark Overall Score	74 Points	54 Points	ESET Protect Advanced, Microsoft Defender for Business Link to the test: https://www.passmark.com/reports/WatchGuard_Business_Security_Products_Performance_Benchmarks_2024Ed2.pdf

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Customers' ratings



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Based on ratings from verified reviews from real users on the Gartner Peer Insights platform (January 2025)

<https://www.gartner.com/reviews/market/endpoint-protection-platforms/compare/product/eset-protect-vs-microsoft-defender-for-endpoint>

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Ratings	ESET	Microsoft
Overall Capability Score	4.6	4.4
Ease of Use	4.6	4.6
Cloud Based Management	4.5	4.5
Prevention	4.6	4.5
EDR Functionality	4.4	4.4
Managed Services	4.6	4.4
Geographic Support	4.6	4.4
OS Support	4.6	4.5
Malware accuracy and effectiveness	4.6	4.2
Performance impact	4.6	4.3
Management interface / ease of use	4.6	4.5
Performance impact	4.6	4.5
Hybrid management	4.6	4.5
XDR functionality	4.6	4.5

Selected customer reviews



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"Often frustrating experience"

Overall Comment: "Problematic platform, MS products are always changing names for no reason and **features are changed often for worse**"

What do you dislike most about the product or service?

"Changing perfectly well features to worse **non sensical timeline searches** and categories Way **too many false positive** detections, new detection **rules are often overly sensitive**"

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/microsoft/product/microsoft-defender-for-endpoint/review/view/5363136>)

"MDfE = Advanced automation and hunting but confusing UI and bad customization."

Overall Comment: "More than a tool it is full of design, and it's changes instead of giving more functions and user-friendly environment."

What do you dislike most about the product or service?

"Web application is full of design instead of user-friendly design. Also, there are lots of changes in this design, so **very often we have to change our way of working**. Functions inside are **like a blackbox**. There are **no options for advanced type of whitelisting or fine-tuning**. It is difficult to get into this tool and its features."

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/microsoft/product/microsoft-defender-for-endpoint/review/view/5363012>)

"The Unending Cycle of Escalation in Product Support: A Critique"

Overall Comment: "Product is ok but service **support is a mess**. Everytime you open a support case they request evidence that you have provided, after that you explain the issue again and the ticket is escalated to another team which request same evidences and you have to explain again, if you are lucky they understand the issue and provide a solution, if not, they escalate and escalate starting again to answer same questions and finally issue is solved by us or it is solved in new versions and **support is not aware about that**. **Licensing is a mess too**, there is no license which covers all features unless you pay for the most expensive one, **sometimes they rollout new features which needs an extra addon license**"

What do you dislike most about the product or service?

"Service support and crazy licensing plans and costs to cover all features."

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/microsoft/product/microsoft-defender-for-endpoint/review/view/5631608>)

ESET KEY ADVANTAGES



MULTI-LAYERED PROTECTION

16 layers safeguard
1+ billion internet users worldwide



LIGHT ON RESOURCES

Top performer for **11 years** in
AV-Comparatives testing



PRAISED BY CUSTOMERS AS EASY TO USE

Verified by reviews on independent
review platforms



AWARD-WINNING

Track record of scoring top of
industry in independent tests



SUPPORT IN YOUR LANGUAGE

700+ customer care experts



SOCIALLY RESPONSIBLE

Benefiting society for more
than **30 years**

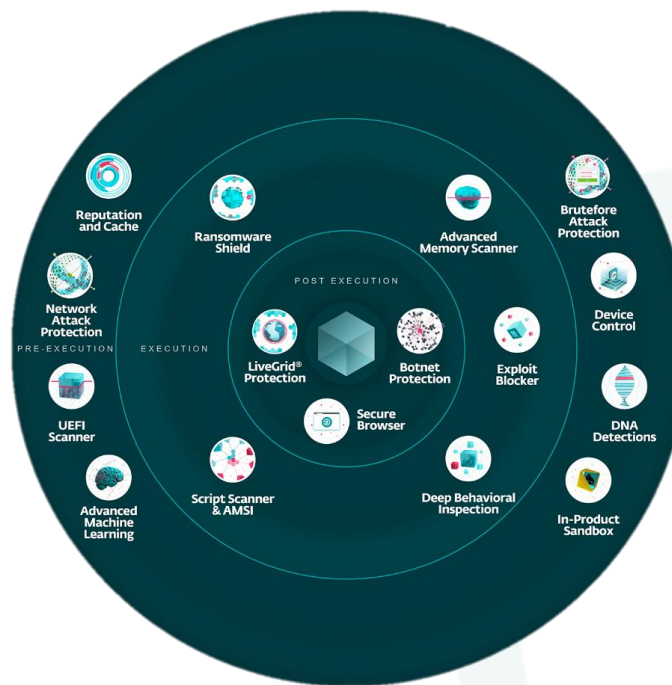
ESET KEY ADVANTAGES



MULTI-LAYERED PROTECTION

16 layers safeguard

1+ billion internet users worldwide



ESET technology has 16 layers of protection that safeguard more than a billion internet users worldwide.

Multi-layered technology provides far more comprehensive protection than basic antivirus software.

ESET KEY ADVANTAGES

**LIGHT ON
RESOURCES**

Top performer for **11 years** in
AV-Comparatives testing

ESET has been a **Top Performer** for 11 consecutive years in AV-Comparatives testing because it provides, among many other things, entertainment, work and internet browsing without slowdowns, a longer battery life with battery-saving mode, and gaming without distracting pop-ups.

ESET KEY ADVANTAGES



PRAISED BY CUSTOMERS AS EASY TO USE

Verified by reviews on independent
review platforms

Easy to use is the key vendor feature highlighted in over 900 customer reviews collected on [Gartner Peer Insights](#).

ESET PROTECT Market Features

Ease of Use	4.6 ★	(507)	Cloud-based Management	4.5 ★	(498)
Prevention	4.6 ★	(507)	EDR Functionality	4.4 ★	(502)
Security Suite	4.5 ★	(503)	Managed Services	4.6 ★	(501)
Geographic Support	4.6 ★	(505)	OS Support	4.6 ★	(506)
Malware accuracy and effectiveness	4.6 ★	(326)	Performance impact on endpoint	4.6 ★	(326)
Management interface /ease of use	4.6 ★	(326)	Protection	4.7 ★	(237)
Performance Impact	4.6 ★	(237)	Deployment and Onboarding	4.5 ★	(237)
Hybrid Management	4.6 ★	(236)	XDR Functionality	4.6 ★	(232)

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ESET KEY ADVANTAGES



AWARD-WINNING



ESET ranks among the best in the industry, as evidenced by multiple awards and certifications from organizations such as AV-TEST, AV-Comparatives, MRG Effitas and SE Labs.

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AWARD-WINNING



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ESET KEY ADVANTAGES

**SUPPORT IN
YOUR LANGUAGE****700+** customer care experts

More than 700 of our customer care experts speak directly to customers daily from more than 60 ESET customer care centers across 37 time zones. This way, we can offer our services to our customers whenever they need help, wherever they are.

ESET KEY ADVANTAGES

**SOCIALLY
RESPONSIBLE**

Benefiting society for more
than 30 years

We are committed to managing our company in a socially responsible and environmentally sustainable way.

We are proud that our culture of innovation is present throughout the company.

We believe that supporting education, science and R&D brings about change in the digital world and across society.



ESET is a founding member
of the App Defense Alliance,
which ensures the **safety of**
the **Google Play Store**

PROTECTING YOUR FAVORITE INSTITUTIONS AND BRANDS

*“Partnering with a respected member of the
cybersecurity industry like ESET will enhance
the protection of the Google Play ecosystem”*

Dave Kleidenmacher, head of Android security and
privacy at Google

