ESET vs. Crowdstrike

Comparison of publicly available data
of Business products

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Details & assurance of **ESET's update process**

1. At ESET we have **distributed agents** - our management agent and protection agent are distributed separately for increased redundancy (a single agent is a single point of failure).

2. We have auto-update enabled for our agents, however we provide various **configuration options**, and apply the changes "after reboot" (large-scale issues can be prevented).

3. We encourage users to maintain **proper update procedures**, and to both install and promote good behavior - first, install updates in a test environment, then proceed with deployment. We maintain a number of archived versions in our software repository to ensure the ability to rollback to previous builds if needed.

4. We distribute modules via "pre-release," "release," and "delayed" update servers - so critical infrastructure operators in particular can choose an **appropriate "risk-averse," approach** and serious issues can be prevented. In cases where there is a roll out of larger changes, we release them in "batches" and carefully monitor the impact to prevent issues from happening.

5. After decades of operations, our quality assurance processes and behaviors are fine-tuned to such a degree that that our technical teams even **avoid delivering large or critical updates at the end of the work week** when staffing levels may be low. Even so, ESET is a strong proponent of cyber resilience strategy implementation, as incidents of the magnitude seen this week can occur (whether caused by outages, natural disasters, malicious attacks or errors) and swift remediation often comes through preparedness.

6. All of our updates are digitally signed and the signature is verified in several stages of the update process. This failsafe means that a **corrupted update would be rejected by the agent**.

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Comparison of **product features** and **services**

Based on competitor's highest MDR tier and XDR product available

Name of the feature or service	ESET PROTECT MDR ULTIMATE	Crowdstrike Falcon MDR Complete	Remarks
Modern Endpoint Protection (Next-gen antivirus)	●	●	
Server Security	●	●	
Client email protection (antispam, anti-phishing)	●	○	
Device Control	●	○	Available as paid add-on
Web Control	●	○	
Secure Browser	●	○	
Firewall management	●	○	
Botnet protection	●	○	
Mobile device protection and management	●	○	

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Comparison of **product features** and **services**

Based on competitor's highest MDR tier and XDR product available

Name of the feature or service	ESET PROTECT MDR ULTIMATE	Crowdstrike Falcon MDR Complete	Remarks
Automated threat hunting and remediation / Cloud Sandbox	●	○	
Full-Disk Encryption	●	○	
Vulnerability Assessment	●	○	Available as paid add-on
Patch Management	●	○	
Mail server security	●	○	
Cloud application protection (MS365, Google Workspace)	●	○	
Multi-Factor Authentication	●	○	
XDR	●	●	
Managed Detection & Response	●	●	
Digital Forensics and Incident Response (DFIR)	●	○	
Premium Support	●	○	Available as paid add-on

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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	CrowdStrike	Products tested, source
AV-Comparatives **Business Security Test** (Mar-Jun 2024) **Protection rate**	**99.6%**	98.8%	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/tests/business-security-test-2024-march-june/
AV-Comparatives **Business Security Test** (Mar-Jun 2024) **False positives**	**1 False Positive**	21 False Positives	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/tests/business-security-test-2024-march-june/
AV-Comparatives **Business Security Test** (Mar-Jun 2024) **False positives non-business SW**	**LOW (6-15)**	HIGH (36-75)	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/tests/business-security-test-2024-march-june/
AV-Comparatives **Business Security Test** (Mar-Jun 2024) **Performance: Impact Score** (lower is better)	**3,8 Points**	33,4 Points	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/tests/business-security-test-2024-march-june/
SE Labs **Endpoint Security Enterprise** (Q1 2024) **Total Accuracy rating**	**100%**	98%	ESET Endpoint Security, CrowdStrike Falcon Link to the test: https://selabs.co.uk/wp-content/uploads/2024/07/endpoint-security-eps-enterprise-2024-04.pdf
AV-Comparatives **Business Security Test** (Aug-Nov 2023) **False positives**	**1 False Positive**	16 False Positives	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/12/avc_biz_2023_12.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	CrowdStrike	Products tested, source
AV-Comparatives **Advanced Threat Protection Test** 2023 **Test scenarios**	**13** **Tests passed**	12 Tests passed	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/11/avc_atp_2023_ent.pdf
AV-Comparatives **Business Security Test** (Aug-Sep 2023) **False positives**	**0** **False Positives**	7 False Positives	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/10/avc_biz_2023_10_factsheet.pdf
AV-Comparatives **Business Security Test** (Aug-Sep 2023) **Malware protection rate**	**99,9%**	99,6%	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/10/avc_biz_2023_10_factsheet.pdf
AV-Comparatives **Business Security Test** (Aug-Sep 2023) **False positives** on non-business software	**Very Low** **(0-5)**	Medium/Average (16-35)	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/10/avc_biz_2023_10_factsheet.pdf
AV-Comparatives **Business Security Test** 2023 (Mar–Jun 2023) **False positives**	**1** **False Positive**	30 False Positives	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_07.pdf
AV-Comparatives **Business Security Test** (Aug-Sep 2023) **False positives** on non-business software	**Very Low** **(0-5)**	Very High (76-125)	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_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	CrowdStrike	Products tested, source
AV-Comparatives **Business Security Test** (Aug-Sep 2023) **Performance: PC Mark Score** (higher is better)	**98,1 Points**	95,2 Points	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_07.pdf
AV-Comparatives **Business Security Test** (Aug-Sep 2023) **Performance: Impact Score** (lower is better)	**3,9 Points**	16,8 Points	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/07/avc_biz_2023_07.pdf
AV-Comparatives **Business Security Test** (Mar-Apr 2023) **False positives**	**1 False Positive**	18 False Positives	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/05/avc_biz_2023_05_factsheet.pdf
AV-Comparatives **Business Security Test** (Mar-Apr 2023) **False positives** on non-business software	**Very Low (0-5)**	Very High (76-125)	ESET PROTECT Entry, CrowdStrike Falcon Pro Link to the test: https://www.av-comparatives.org/wp-content/uploads/2023/05/avc_biz_2023_05_factsheet.pdf

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Customers' ratings

Based on ratings from verified reviews from real users on the TrustRadius platform (April 2024)

Ratings	ESET PROTECT	CrowdStrike Falcon
Delivers good value for the price	100%	97%
Lived up to sales and marketing promises	100%	97%
Implementation went as expected	100%	97%
Endpoint Security	9.1	8.8
Anti-exploit technology	9.0	8.9
Centralized management	9.1	8.5
Infection remediation	9.2	8.9
Vulnerability management	9.5	8.2
Malware detection	9.7	9.2
Likelihood to recommend	9.5	9.3
Likelihood to renew	10.0	9.7
Hybrid deployment Support	8.4	8.2
Endpoint Detection and Response	9.2	**9.3**

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ESET KEY ADVANTAGES

MULTI-LAYERED PROTECTION

17 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

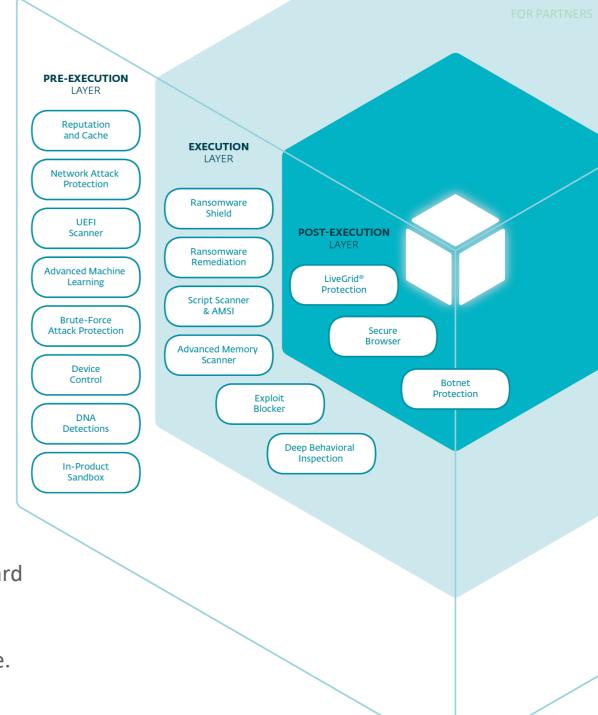**700+** customer care experts

SOCIALLY RESPONSIBLE

Benefiting society for more than **30 years**

ESET KEY ADVANTAGES

MULTI-LAYERED PROTECTION

17 layers safeguard
1+ billion internet users worldwide

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
- Ransomware Remediation
- Script Scanner & AMSI
- Advanced Memory Scanner

POST-EXECUTION LAYER

- LiveGrid® Protection
- Secure Browser
- Botnet Protection
- Exploit Blocker
- Deep Behavioral Inspection

ESET technology has 17 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

Feature	Rating	(Count)	Feature	Rating	(Count)
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)

As of Jan 2025 @Gartner, Inc

Gartner
Peer Insights.

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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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

ESET