

2025-02

ESET vs. Sophos

Comparison of publicly available data
of Business products

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	Sophos Intercept X Advanced with MDR Complete	Remarks
Modern Endpoint Protection (Next-gen antivirus)	●	●	
Server Security	●	●	
Client email protection (antispam, anti-phishing)	●	○	
Device Control	●	●	
Web Control	●	●	
Secure Browser	●	○	
Firewall management	●	○	Available as paid add-on
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	Sophos Intercept X Advanced with MDR Complete	Remarks
Automated threat hunting and remediation / Cloud Sandbox	●	○	
Full-Disk Encryption	●	○	Available as paid add-on
Vulnerability Assessment	●	○	
Patch Management	●	●	
Mail server security	●	○	Available as paid add-on
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	Sophos	Tested products, source
AV-Comparatives Business Security Test (Aug–Nov 2024) Impact score (lower is better)	9.7 Points	34.1 Points	ESET PROTECT Entry, Sophos Intercept X Advanced 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) Protection rate (higher is better)	99.6%	98.1%	ESET PROTECT Entry, Sophos Intercept X Advanced 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) False positives (non-business files)	Very low (0-5)	Low (6-15)	ESET PROTECT Entry, Sophos Intercept X Advanced 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, Sophos Intercept X Advanced 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) Impact score (lower is better)	3.8 Points	33.1 Points	ESET PROTECT Entry, Sophos Intercept X Advanced 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) Protection rate (higher is better)	99.6%	98.0%	ESET PROTECT Entry, Sophos Intercept X Advanced 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	Sophos	Tested products, source
AV-Comparatives Business Security Test (Mar–Jun 2024) False positives (non-business files)	Very low (0-5)	High (36-75)	ESET PROTECT Entry, Sophos Intercept X Advanced Link to the test: https://www.av-comparatives.org/wp-content/uploads/2024/07/avc_biz_2024_07.pdf
Passmark Business Security Products Benchmark 1/2025 Performance Benchmark Overall Score (higher is better)	74 Points	40 Points	ESET Protect Advanced, Sophos Intercept X Advanced with XDR. Link to the test: https://www.passmark.com/reports/WatchGuard_Business_Security_Products_Performance_Benchmarks_2024Ed2.pdf

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Selected customer reviews



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Based on feedback from verified users on the Gartner Peer Insights platform (February 2025)

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“ Sophos Endpoint Protection Surpasses EDR with Few False Positives ”

Overall Comment: "Sohpos Endpoint protection is better than EDR, lot of false positives."

What do you dislike most about the product or service?

“**False positives are the biggest problem** we are facing with Sophos EDR. EPP itself is a **resource consuming agent**, but in this solution EPP and EDR runs as 2 different services and choking the machine. **Lots of EDR features are not available** in different platforms.”

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/sophos/product/sophos-intercept-x/review/view/5788278>)

“ All in one endpoint protection ”

Overall Comment: "in the beginning there were performance issues with several applications."

What do you dislike most about the product or service?

“ Performance issues with some applications failed updates (azure code signing) ”

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/sophos/product/sophos-intercept-x/review/view/5330516>)

“ Sophos intercept x review ”

Overall Comment: “I don't often ring the support phone line, but when i did last use them, for an issue with a sophos firewall, **we spent 2 hours switching it off then on again** - after him i got another guy who wanted us to box the firewall up and send it back to them. I had explained that the customer was a 24/7 operation and the spare firewall had died too. The **support contract costs X pounds. it really wasnt good enough.** I ended up speaking to the account manager who got someone else to look at it. **They couldn't fix it** either, but at least they sent a replacement unit out. ”

What do you dislike most about the product or service?

“ Would be nice to have a remote connection software built in to help sort issues with the pc, **quite expensive, tech support not as good as they could be** ”

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/sophos/product/sophos-intercept-x/review/view/4626722>)

" Sophos Intercept X Review "

What do you dislike most about the product or service?

“The **support is very bad we had a very long response time and escalation on multiple cases just to get reply and other cases has no clear reason or clarification for the issue which cause a lot of confusion** on our end , they need a lot of work on there level of support. The management portal act as single point of failure to the software as we had a case earlier this week on the **portal which was totally down from Sophos side** and this cause a **lot of issue to us as we couldn't manage any client or update any policy** ”

(source: <https://www.gartner.com/reviews/market/endpoint-protection-platforms/vendor/sophos/product/sophos-intercept-x/review/view/4246602>)

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**

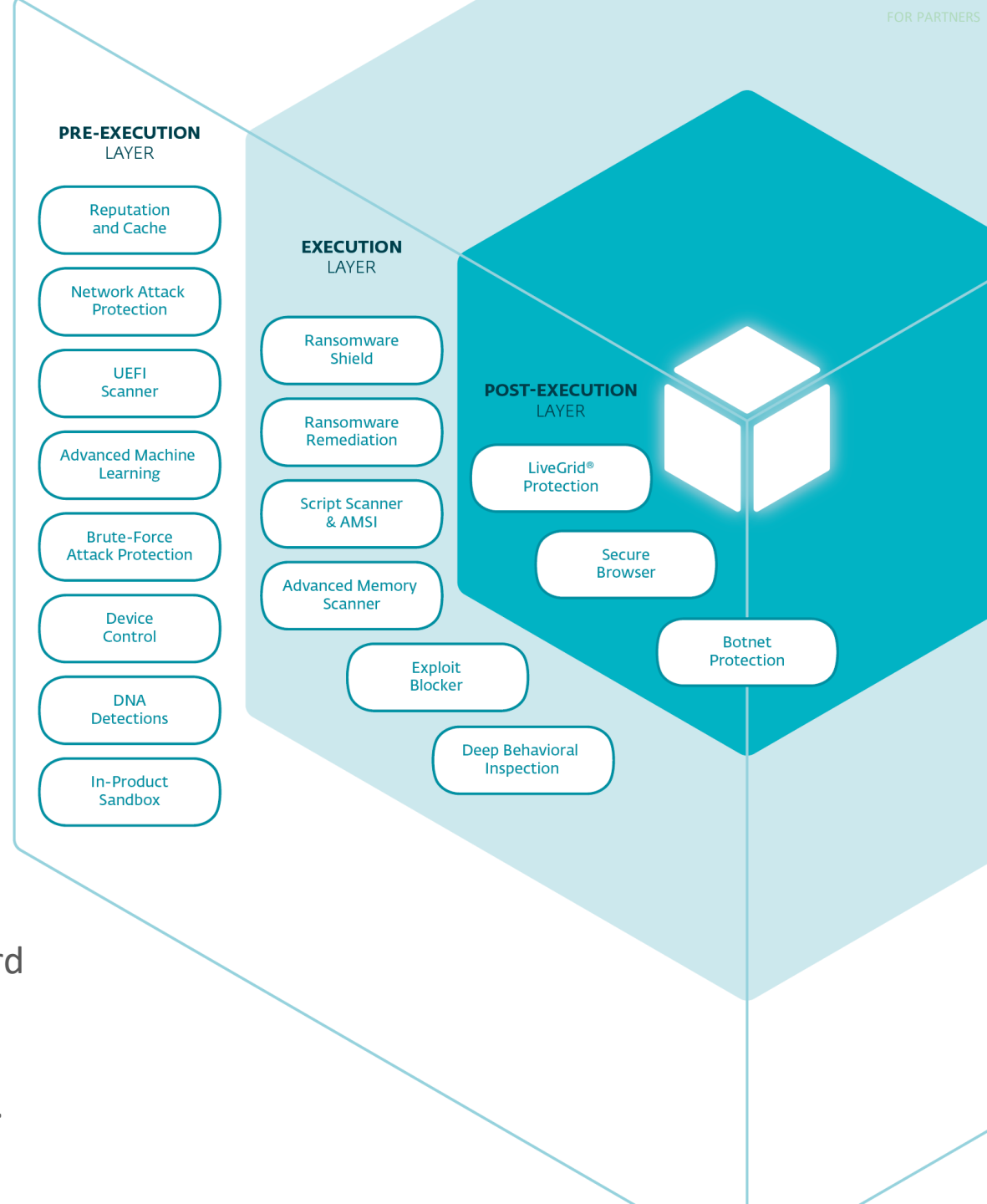


MULTI-LAYERED PROTECTION

17 layers safeguard
1+ billion internet users worldwide

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

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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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

