



ESET Endpoint Security

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Lilly Froud

Senior Systems Engineer at a tech services company with 51-200 employees

WHAT IS MOST VALUABLE?

Management console, where you can manage all devices on the network from your PC.

HOW HAS IT HELPED MY ORGANIZATION?

Management console means I don't have to physically go and update the PCs. I can check their status from my desktop.

WHAT NEEDS IMPROVEMENT?

Assuring all users that all types of malware/ransomware are covered (this is hard to do, I know).

FOR HOW LONG HAVE I USED THE SOLUTION?

One and a half years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No. Assuring all users that all types of malware/ransomware is covered...

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

An eight out of 10.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

Yes, we switched as ESET was easier to use, has management console functions, and the application is cost-friendly for a small business.



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HOW WAS THE INITIAL SETUP?

Yes. Phone support provided was great and the GUI steps are easy to follow.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

If you are running a small business and don't need an over-the-top product, ESET is a good product. Cost-friendly and easy to manage for a small number of devices on the network. Phone support has been marvelous.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Yes, I looked at McAfee, Norton, and Malwarebytes.

WHAT OTHER ADVICE DO I HAVE?

ESET is a good product. Cost-friendly and easy to manage for a small number of devices on the network. Phone support is great, and they always get back to you.

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