

## Product detection capabilities and performance comparison

Research of consumer products based on **independent 3<sup>rd</sup>** party test results

Name of the test	ESET	Symantec	Description, remarks
AV Comparatives: Malware Protection Test March 2020 <b>False Positive (False Alarm) test result</b> (fewer is better)	<b>ESET Internet Security 13.0</b> <b>2 False Positives</b>	Norton 360 Deluxe 22.20 25 False Positives	Link to the test: <a href="https://www.av-comparatives.org/tests/malware-protection-test-march-2020/">https://www.av-comparatives.org/tests/malware-protection-test-march-2020/</a>
AV Comparatives: Performance Test April 2020 <b>Impact Score</b> (less is better)	<b>ESET Internet Security 13.1</b> <b>3.5 points</b>	Norton 360 Deluxe 22.20 12.7 points	Link to the test: <a href="https://www.av-comparatives.org/tests/performance-test-april-2020/">https://www.av-comparatives.org/tests/performance-test-april-2020/</a>
AV Comparatives: Real-World Protection Test February-May 2020 <b>False Positives Sum</b> (fewer is better)	<b>ESET Internet Security 13.0/13.1</b> <b>0 False Positives</b>	Norton 360 Deluxe 22.20 30 False Positives	Link to the test: <a href="https://www.av-comparatives.org/tests/real-world-protection-test-february-may-2020/">https://www.av-comparatives.org/tests/real-world-protection-test-february-may-2020/</a>
AV Comparatives: Malware Protection Test September 2019 <b>Offline Detection Rate</b> (higher is better)	<b>ESET Internet Security 12.2</b> <b>98.3%</b>	Symantec Norton Security 22.18 70.5%	Link to the test: <a href="https://www.av-comparatives.org/tests/malware-protection-test-september-2019/">https://www.av-comparatives.org/tests/malware-protection-test-september-2019/</a>
AV Comparatives: Performance Test April 2019 <b>Impact Score</b> (less is better)	<b>ESET Internet Security 12.1</b> <b>0.3 points</b>	Symantec Norton Security 22.17 6.4 points	Link to the test: <a href="https://www.av-comparatives.org/tests/performance-test-april-2019/">https://www.av-comparatives.org/tests/performance-test-april-2019/</a>
AV Comparatives: Malware Protection Test March 2019 <b>False Alarms</b> (less is better)	<b>ESET Internet Security 12.0</b> <b>1 False Positive</b>	Symantec Norton Security 22.16 19 False Positives	Link to the test: <a href="https://www.av-comparatives.org/tests/malware-protection-test-march-2019/">https://www.av-comparatives.org/tests/malware-protection-test-march-2019/</a>

Material publication date: 29 September 2020

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## Product detection capabilities and performance comparison

Research of **business products** based on **various independent 3<sup>rd</sup> party test results**

Name of the test	ESET	Symantec	Description, remarks
MRG Effitas: 360 Degree Assessment & Certification Q3/2019 <b>Exploit/Fileless samples test results</b> (more is better)	<b>ESET Endpoint Security 7.1</b> <b>100% blocked</b>	Symantec Endpoint Protection Cloud 22.19 90% blocked	Link to the test: <a href="https://www.mrg-effitas.com/wp-content/uploads/2019/11/MRG_Effitas_2019Q3_360.pdf">https://www.mrg-effitas.com/wp-content/uploads/2019/11/MRG_Effitas_2019Q3_360.pdf</a>
MRG Effitas: 360 Degree Assessment & Certification Q4/2019 <b>PUA/Adware samples test results</b> (more is better)	<b>ESET Endpoint Security 7.1</b> <b>100% blocked</b>	Symantec Endpoint Protection Cloud 22.19 95% blocked	Link to the test: <a href="https://www.mrg-effitas.com/wp-content/uploads/2020/01/MRG_Effitas_2019Q4_360.pdf">https://www.mrg-effitas.com/wp-content/uploads/2020/01/MRG_Effitas_2019Q4_360.pdf</a>
MRG Effitas: 360 Degree Assessment & Certification Q4/2019 <b>Performance test results</b> (more is better)	<b>ESET Endpoint Security 7.1</b> <b>17.7 points</b>	Symantec Endpoint Protection Cloud 22.19 17.3 points	Link to the test: <a href="https://www.mrg-effitas.com/wp-content/uploads/2020/01/MRG_Effitas_2019Q4_360.pdf">https://www.mrg-effitas.com/wp-content/uploads/2020/01/MRG_Effitas_2019Q4_360.pdf</a>
MRG Effitas: 360 Degree Assessment & Certification Q1/2020 <b>PUA/Adware samples test results</b> (more is better)	<b>ESET Endpoint Security 7.1</b> <b>100% blocked</b>	Symantec Endpoint Protection Cloud 22.19 85% blocked	Link to the test: <a href="https://www.mrg-effitas.com/wp-content/uploads/2020/05/MRG_Effitas_2020Q1_360.pdf">https://www.mrg-effitas.com/wp-content/uploads/2020/05/MRG_Effitas_2020Q1_360.pdf</a>
MRG Effitas: 360 Degree Assessment & Certification Q1/2020 <b>Exploit/Fileless samples test results</b> (more is better)	<b>ESET Endpoint Security 7.1</b> <b>100% blocked</b>	Symantec Endpoint Protection Cloud 22.19 70% blocked	Link to the test: <a href="https://www.mrg-effitas.com/wp-content/uploads/2020/05/MRG_Effitas_2020Q1_360.pdf">https://www.mrg-effitas.com/wp-content/uploads/2020/05/MRG_Effitas_2020Q1_360.pdf</a>
MRG Effitas: 360 Degree Assessment & Certification Q2/2020 <b>Exploit/Fileless samples test results</b> (more is better)	<b>ESET Endpoint Security 7.3</b> <b>100% blocked</b>	Symantec Endpoint Protection Cloud 22.20 90% blocked	Link to the test: <a href="https://www.mrg-effitas.com/wp-content/uploads/2020/09/MRG_Effitas_2020Q2_360.pdf">https://www.mrg-effitas.com/wp-content/uploads/2020/09/MRG_Effitas_2020Q2_360.pdf</a>

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## G2, Inc.

G2 reviewers rated software sellers' ability to satisfy their needs

Satisfaction Ratings	ESET Endpoint Security	Symantec Endpoint Protection	Feature Comparison	ESET Endpoint Security	Symantec Endpoint Protection
Likely to Recommend	92 %	87 %	System Control - Web Control	91 %	89 %
Meets Requirements	95 %	91 %	System Control - System Isolation	90 %	90 %
Ease of Admin	87 %	85 %	Vulnerability Prevention – Endpoint Intelligence	94 %	93 %
Ease of Doing Business	92 %	86 %	Vulnerability Prevention – Malware Detection	93 %	93 %
Quality of Support	91 %	87 %	Analysis – Automated Remediation	92 %	90 %
Ease of Setup	89 %	86 %	Analysis – Behavioral Analysis	91 %	91 %
Ease of Use	92 %	89 %	Security Management – Security Validation	92 %	91 %
			Security Management – Compliance	92 %	90 %

### Critical reviews received by Symantec

*“The product requires too much hands-on administration and user interaction. Far too often we have to manually repair an installation on a machine. The management console is clunky and inefficient.”*

<https://www.g2crowd.com/products/symantec-endpoint-protection/reviews/symantec-endpoint-protection-review-610398>

*“Everything. The user interface is ancient and it causes severe degradation to my system performance.”*

<https://www.g2crowd.com/products/symantec-endpoint-protection/reviews/symantec-endpoint-protection-review-521361>

*“Not very user friendly. Making policies can be dangerous - you have to be VERY careful, as it's not very explicit on what devices are covered”*

<https://www.g2crowd.com/products/symantec-endpoint-protection/reviews/symantec-endpoint-protection-review-327659>

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