KASPERSKY lab ®

Competitive Comparison

Kaspersky Lab vs ESET

- **Kaspersky Has Better Detection and Protection Rates According to Independent Testing Labs:**

  - **Anti-Malware Test Lab** *(www.anti-malware-test.com)*: Kaspersky Lab was the only vendor to receive the Gold award in all 6 testing categories. ESET failed 1 test and received a Gold award in only one category.

  - **AV Test** *(www.av-test.org)*: In the Malware On-demand and Adware/Spyware On-demand tests, ESET scored lower than Kaspersky, receiving a 94.4% and 94.7% score respectively. Kaspersky scored 98.4% and 98.3% on the two detection tests.

  - **AV Comparatives** *(www.av-comparatives.org)*: In the May 2009 report, Kaspersky received an Advanced+ rating. Kaspersky also received the Approved Corporate Product Award from AV Comparatives in the May 2009 "IT Security Products for Corporate Users" report. Kaspersky scored 5 stars in the Overall Assessment, the highest rating possible. ESET scored only 4 stars.

- **Kaspersky Lab has Faster Scanning:** According to February 2009 AV Comparatives report, Kaspersky Lab has a throughput of 13.3 MB per second while ESET has a throughput of only 13.2 MB per second.

- **Kaspersky Lab Has Better Customer Support:** Kaspersky Lab support is only 12% of the license fee, compared to ESET's 20%. Kaspersky Lab's average hold time is only 3 minutes 32 seconds where ESET's support is characterized as unresponsive and slow.

- **Kaspersky Lab's removal tool includes scripts for many anti-virus packages and can run automatically**. ESET charges customers $6 per machine, sold separately from the license purchase, 38% of the license fee for a 500-user implementation. Each ESET "rip and replace" is a custom process, performed by ESET, lasting at least one week, requiring a lengthy question-naire to be completed by the customer. A custom program is then developed by ESET for deployment.

Quick Facts	*Kaspersky*	*ESET*
Company Growth	142%	95%
24x7 Support	Yes	Yes
Automated Rip and Replace	Yes	No
Automatic Updates	Every Hour	2-3 /Day
World-wide Users	250 m	25 m
Updates per Month	600	75

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