



# Small-Business G2 Grid<sup>®</sup> Report for Endpoint Detection & Response (EDR)

Winter 2024



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# Who is G2?

G2 is the world's leading business software review platform. The Winter 2024 Endpoint Detection & Response (EDR) Small-Business Grid® report, released here in an abridged form in collaboration with Huntress, is designed to help businesses make the best IT Infrastructure Endpoint Detection & Response technology buying decision.

## Endpoint Detection & Response (EDR) Software Definition

Endpoint detection and response (EDR) tools are the newest members of the endpoint security family. They combine elements of both endpoint antivirus and endpoint management solutions to detect, investigate, and remove any malicious software that penetrates a network's devices. These tools give greater visibility of a system's overall health including each specific device's state. Companies use these tools to mitigate endpoint penetrations quickly and prevent data loss, theft, or system failures. They are typically used as a complement to larger security systems such as security information and event management (SIEM), vulnerability management, and incident response tools.

# What is Huntress Managed EDR?

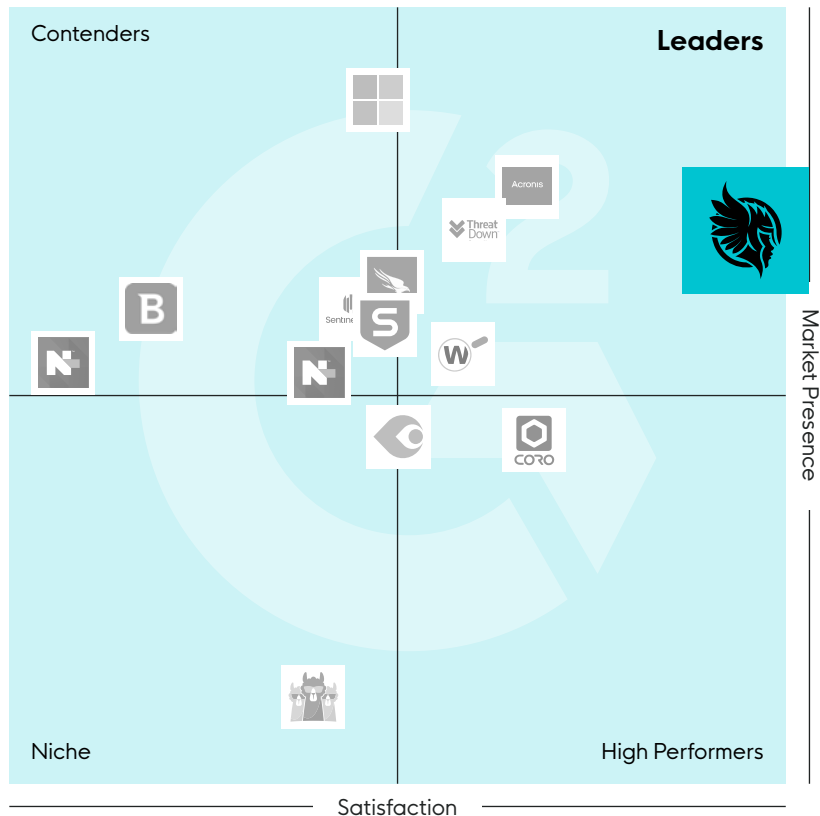
Endpoint security today feels like it's built for someone else. Huntress is built for your business.

Managed EDR is designed by Huntress and fully managed and monitored by our 24/7, human-led SOC. Our expert team detects and investigates threats, triages alerts, and provides actionable remediation steps and one-click responses—all with a less than 1% false positive rate.

From the first hints of suspicious activity all the way to remediation, Huntress protects your endpoints at an affordable price that never compromises quality. And when you need our help, we are there for you, with a support team with an average 98.8% CSAT score.

# Endpoint Detection & Response (EDR) Small-Business Grid® Scoring Description

Products shown on the Small-Business Grid® for Endpoint Detection & Response (EDR) have received a minimum of 10 reviews/ratings in data gathered by November 21, 2023. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®:



## Contenders

Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category.



## Market Leaders

Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores  
**You'll find Huntress here.**



## Niche

Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category.



## High Performers

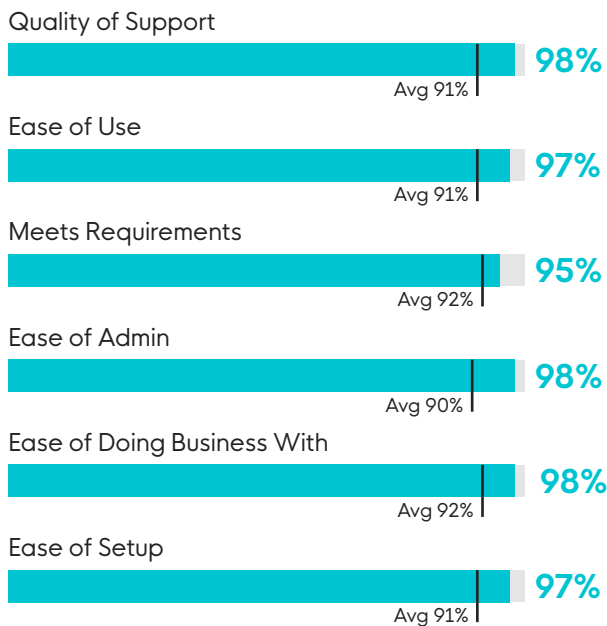
High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category.



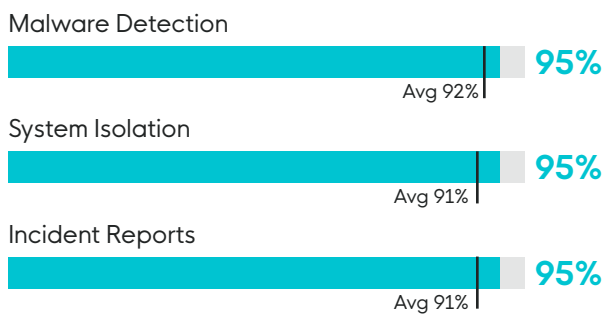
**4.9 out of 5** (229 reviews)

Huntress has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. Huntress received the highest Satisfaction score among products in Endpoint Detection & Response (EDR). 99% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend Huntress at a rate of 98%. Huntress is also in the Managed Detection and Response (MDR) category.

### Satisfaction Ratings



### Highest-Rated Features



### Top Industries Represented

- Information Technology and Services 77
- Computer & Network Security 54
- Legal Services 3
- Financial Services 2
- Hospital & Health Care 2



**Ownership**  
Huntress Labs



**HQ Location**  
Ellicott City, Maryland



**Year Founded**  
2015



**Employees Listed on LinkedIn™**  
325



**Company Website**  
[huntress.com](http://huntress.com)

# Satisfaction Ratings for Endpoint Detection & Response (EDR)

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likely to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business	Quality of Support	Ease of Setup	Ease of Use	
Huntress	98%	97%	95%	98%	98%	98%	97%	97%	95
Acronis Cyber Protect Cloud	95%	93%	93%	95%	97%	89%	94%	93%	87
ThreatDown	95%	94%	95%	91%	94%	90%	93%	93%	90
WatchGuard Endpoint Security	96%	100%	97%	100%	98%	95%	98%	98%	93
Coro Cybersecurity	96%	100%	97%	98%	100%	98%	100%	97%	92
Cynet 360 AutoXDR	96%	96%	94%	90%	94%	95%	92%	94%	89
Microsoft Defender for Endpoint	89%	88%	87%	88%	89%	93%	92%	88%	69
CrowdStrike Falcon Endpoint Protection Platform	94%	100%	96%	88%	88%	91%	94%	91%	87
Sophos Intercept X: Next-Gen Endpoint	89%	77%	91%	95%	90%	86%	94%	94%	57
SentinelOne	88%	94%	93%	86%	92%	91%	88%	90%	70



## “Great product, even better support”

“We’ve seen multiple instances where a customer was compromised even though they had traditional antivirus. Huntress helps us by looking for those footholds in a network that antivirus just doesn’t catch. Automated host isolation is another big one to stop the systems from spreading across the network. So I feel we’re getting a lot of the benefits of a bigger MDR/EDR platform for an extremely reasonable price. At the cost per seat offered, it’s an easy sell for customers to add that additional layer of protection.”

G2 reviewer

## ROI Factors

Time to Go Live (Months)



Estimated ROI (payback period in months)



### “Huntress is King of MSP Space Security”

“Very rarely does a product provide exceptional performance, features, and reliability, but also deliver on the service and support end. Huntress represents their product in every forum available to them, and direct support is fantastic. This all goes on top of a product that provides consistently improving features and capability, many of which are requested by the community.”

G2 reviewer



### “10 years as a system/network administrator for an MSP.”

“We are able to have quick detection of critical vulnerabilities and we have even had a client saved from complete data loss due to the isolation benefits. The staff with Huntress are also quick to assist on any issues and are thorough in seeing a remediation to the end.”

G2 reviewer



### “Huntress has become essential”

“We are being alerted of external threats directly and more or less instantly. This has allowed us to stomp on threats immediately. Huntress is simply part of our toolset now, there is no going back.”

G2 reviewer



### “Huntress = Peace of Mind”

“Huntress is a fantastic addition to our Cyber Security offering... constantly scans for maliciousness on all of our supported devices. When something suspicious is discovered, a highly skilled team reviews (like having your own SOC) and alerts.”

G2 reviewer



Reduce alert fatigue and lower your total cost of ownership with Huntress Managed EDR. Our fully-managed EDR comes at a single, affordable price, and is deployable in just minutes. No add-ons or extra tiers—just secure endpoints.

With SOC-verified alerts, easy-to-understand reports, and automated remediation steps that can be executed in one click, we enable you to devote less time to protecting your endpoints and more to running your business.

Managed EDR is powered by our 24/7 SOC that works around the clock, even on holidays and weekends, to constantly monitor your endpoints. No need to build your own solution or overburden your IT team, because with Huntress, you have access to scalable, top-tier talent whenever you need it. And as an added bonus, it checks the insurance box.

Huntress is proud to have been ranked #1 in Endpoint Detection and Response for SMBs 5 quarters in a row.

**Want to see why businesses trust Huntress' Managed EDR and 24/7 Security Operations Center for yourself?**

**BOOK A FREE DEMO TODAY**