

# Voice of the Customer for Endpoint Protection Platforms

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By Peer Community Contributor

Endpoint protection platforms provide defensive security to protect managed endpoints from malware infections and file-less attacks by using attack surface reduction features. This note guides cybersecurity leaders to learn from ratings and reviews by their peers shared on Gartner Peer Insights.

*To view the Interactive Voice of the Customer for this market, click the Launch button at the top of this page.*

## What Are Endpoint Protection Platforms?

Gartner defines an **endpoint protection** platform (EPP) as security software designed to protect managed endpoints — including desktop PCs, laptop PCs, virtual desktops, mobile devices and, in some cases, **servers** — against known and unknown malicious attacks. EPPs provide capabilities for security teams to investigate and remediate incidents that evade prevention controls. EPPs are delivered as software agents, deployed to endpoints, and connected to centralized security analytics and management consoles.

EPPs provide a defensive security control to protect end-user endpoints against known and unknown malware infections and file-less attacks using a combination of security techniques (such as static and behavioral analysis) and attack surface reduction capabilities (such as device control, host firewall management and application control). EPP prevention and protection capabilities are deployed as a part of a defense-in-depth strategy to help reduce the endpoint attack surface and minimize the risk of compromise. EPP detection and response capabilities are used to uncover, investigate and respond to endpoint threats that evade security protection, often as a part of broader threat detection, investigation and response (TDIR) capable products.

## What Is Gartner Peer Insights “Voice of the Customer”?

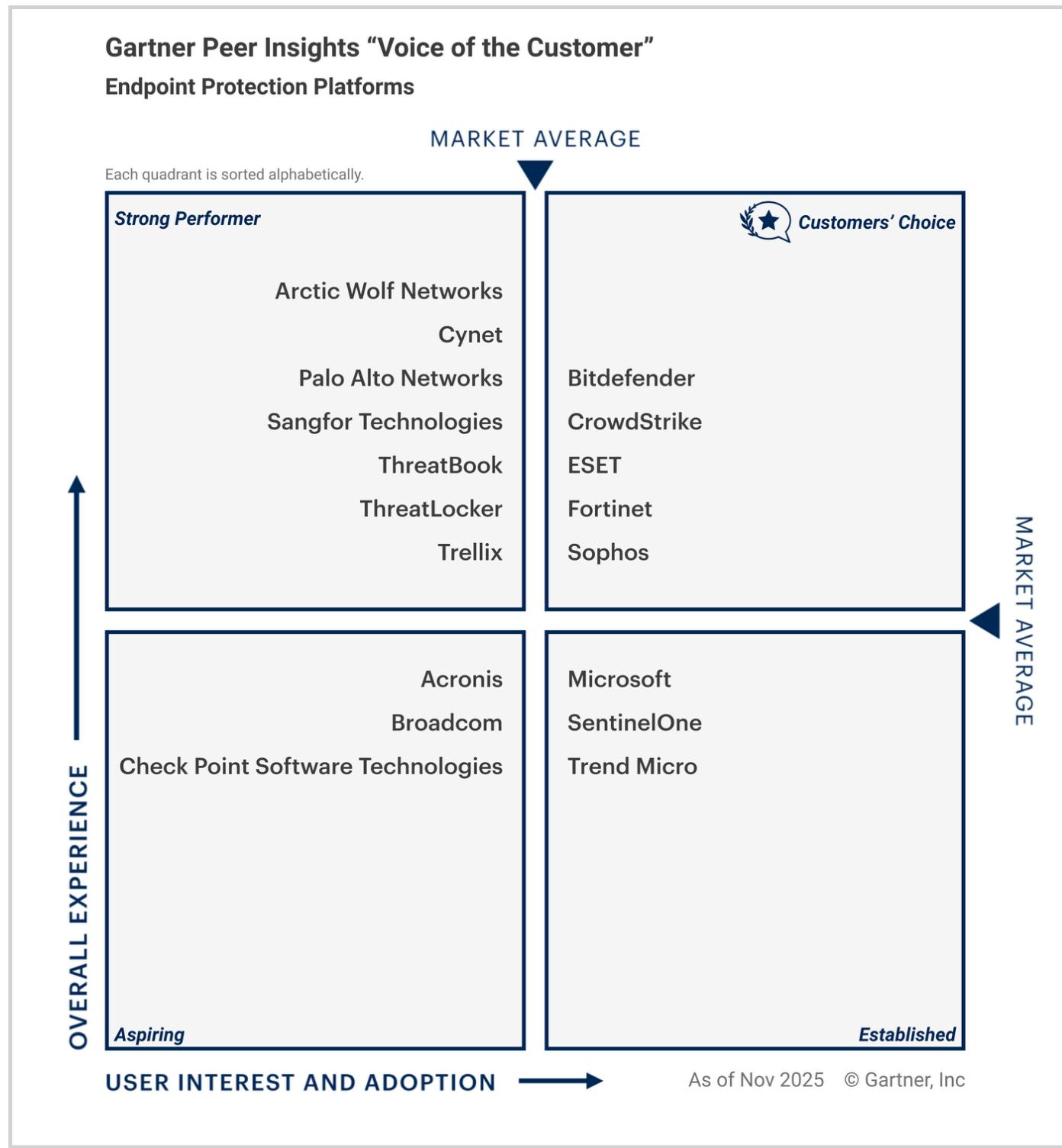
“Voice of the Customer” synthesizes Gartner Peer Insights reviews into insights for buyers of technology and services. This aggregated peer perspective, along with the individual detailed reviews, is complementary to Gartner’s expert research and can play a key role in your buying process. Peers are verified reviewers of a technology product or service, who not only rate the offering, but also provide valuable feedback to consider before making a purchase decision. You can read individual reviews and ratings on the [Gartner Peer Insights page for this market](#).

Along with the historical peer-based perspective represented in this document, Gartner has a related expert-led [Magic Quadrant for Endpoint Protection Platforms](#).

Figure 1 shows all “Voice of the Customer” eligible vendors in the market categorized into four quadrants based on scores assigned for User Interest and Adoption (x-axis), and Overall Experience (y-axis). The midpoint of each axis, labeled “market average,” represents the average score as calculated exclusively from vendors included in the document. See [Gartner Peer Insights Voice of the Customer Methodology](#) for details.

Figure 1. Voice of the Customer for Endpoint Protection Platforms





Gartner

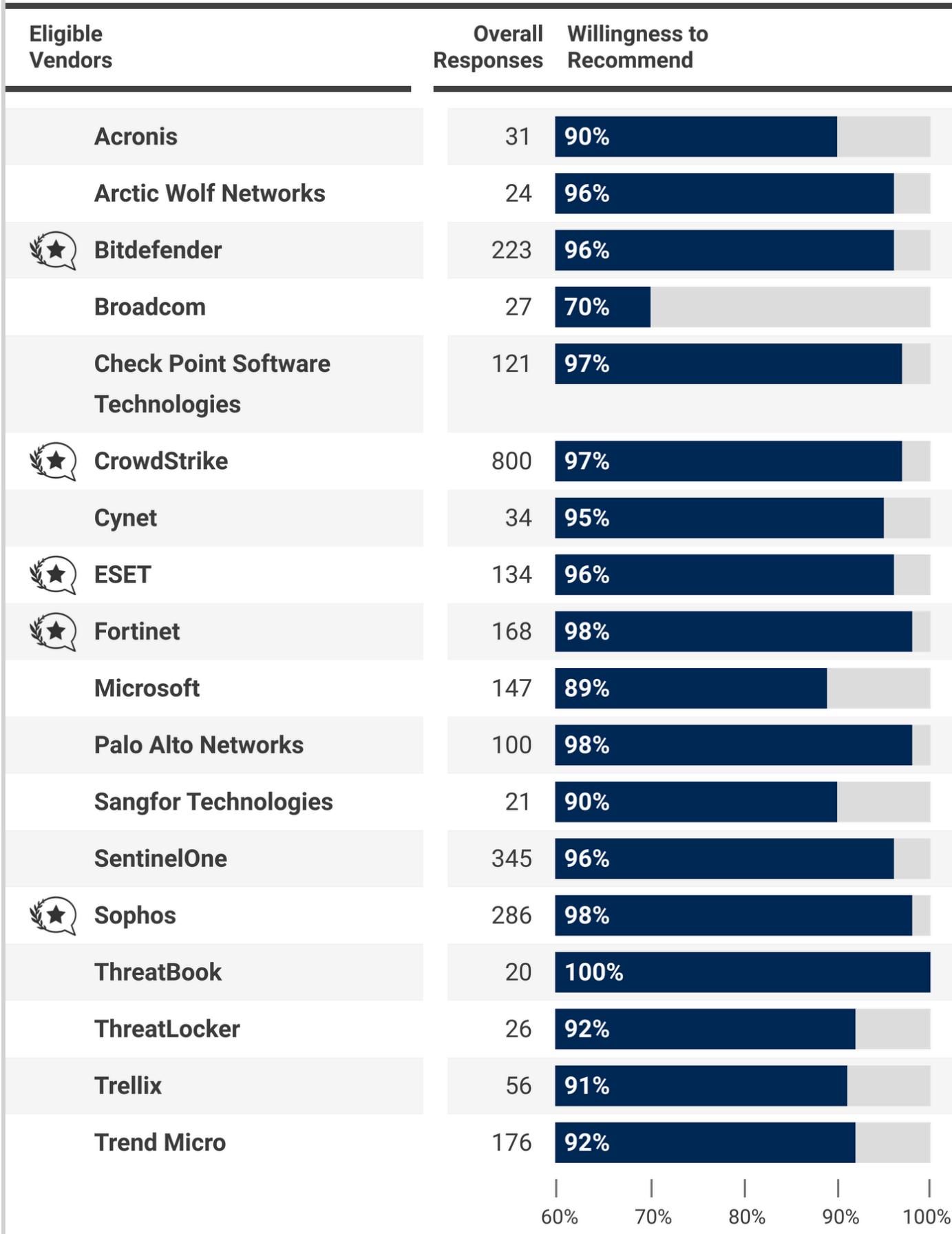
Source: Gartner (January 2026)

## Endpoint Protection Platforms Willingness to Recommend

Gartner Peer Insights reviewers rate their willingness to recommend each vendor. Figure 2 compares vendors according to the reviewers' willingness to recommend them. See [Gartner Peer Insights Voice of the Customer Methodology](#) for details.

Figure 2. Voice of the Customer for Endpoint Protection Platforms, Willingness to Recommend



**Gartner Peer Insights “Voice of the Customer”****Endpoint Protection Platforms**

Sorted alphabetically

As of Nov 2025 © Gartner, Inc

Source: Gartner (January 2026)

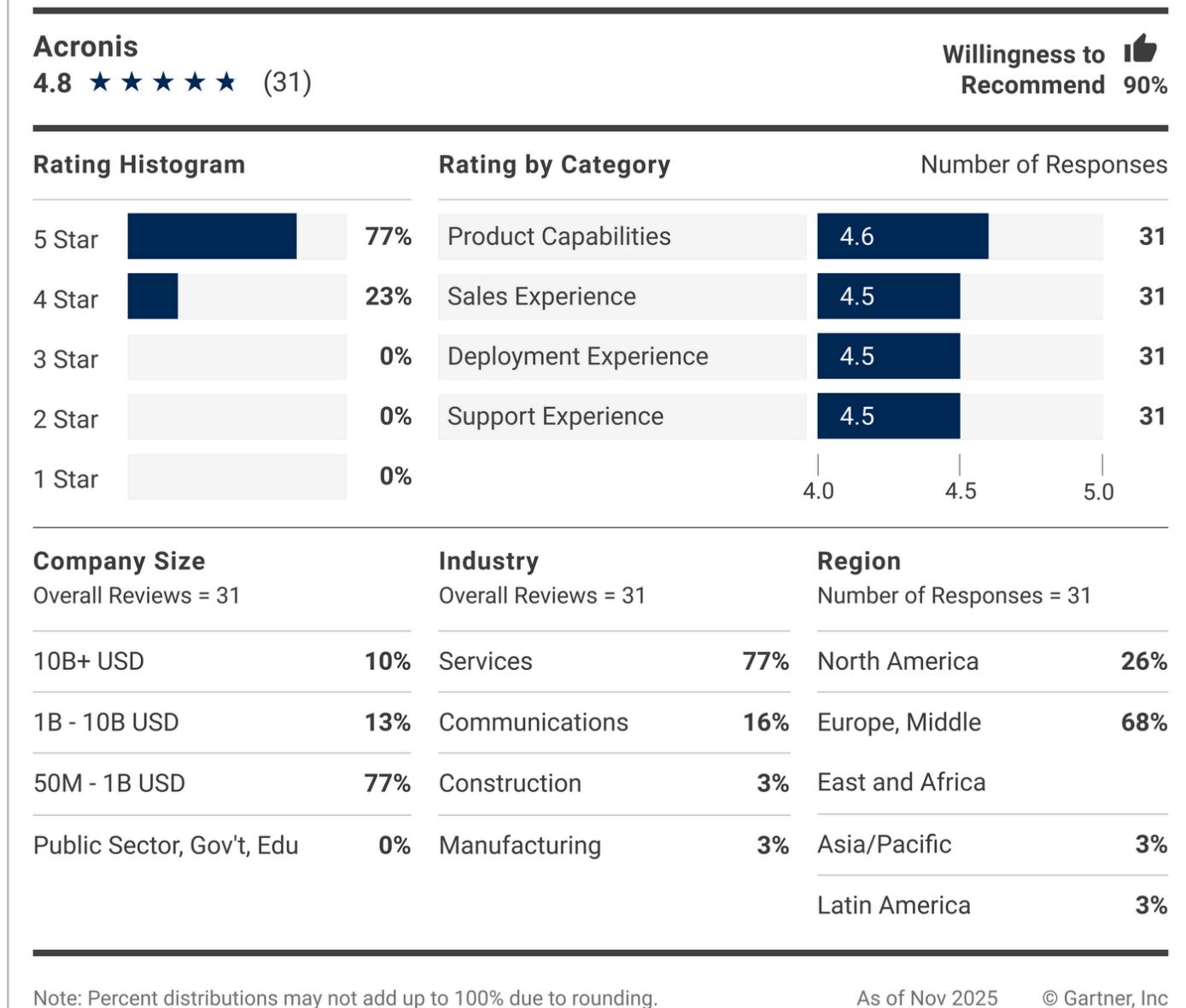
## Vendor Summaries

Figures 3 through 20 summarize key information for each vendor included in the “Voice of the Customer”:

- Reviewer demographics for reviews received in the 18-month review period, ending 30 November 2025
- Overall Rating and rating distribution
- Other ratings covering specific aspects of the experience with the vendor

**Figure 3. Voice of the Customer for Endpoint Protection Platforms, Acronis Vendor Summary**



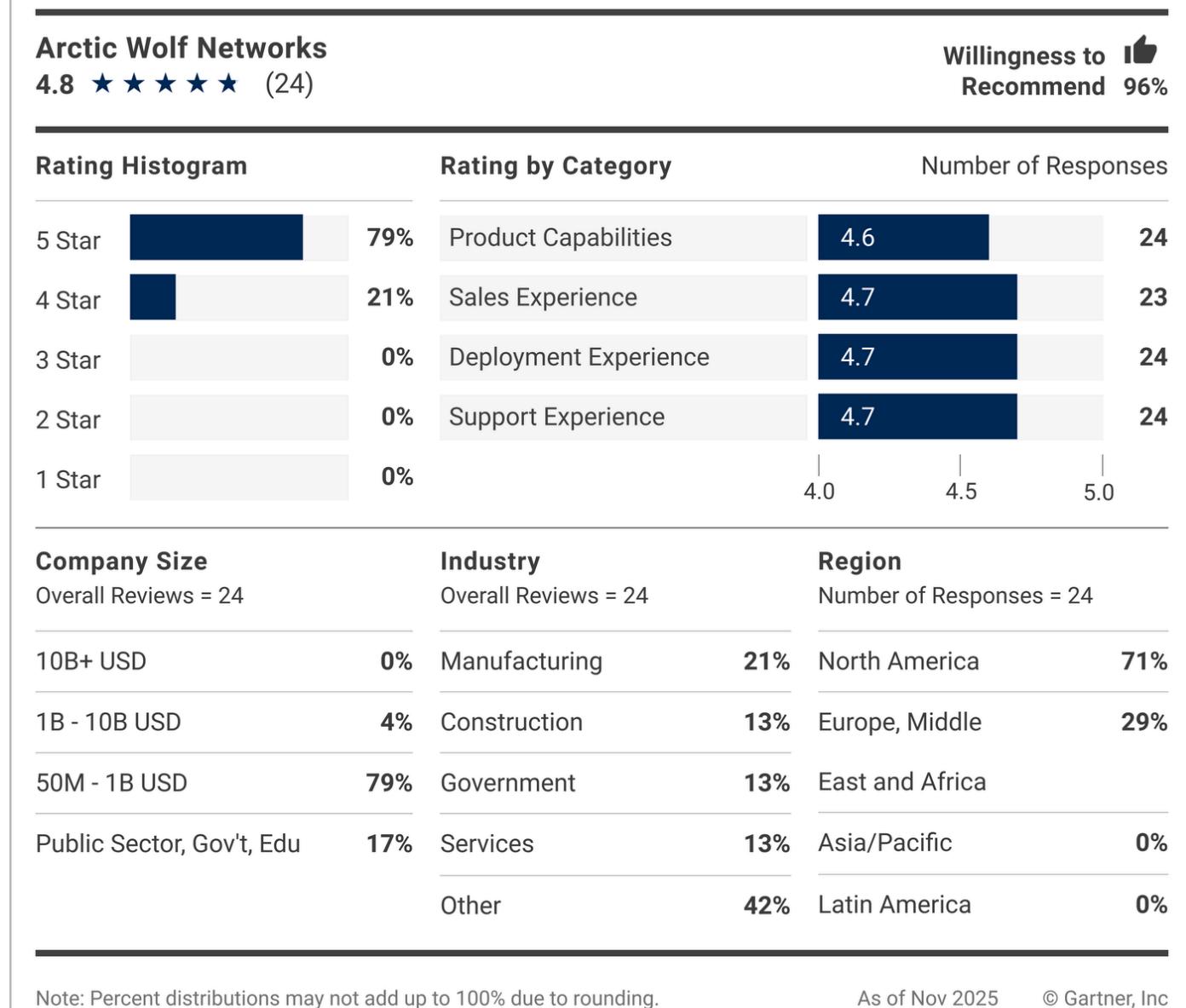



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Acronis](#).

**Figure 4. Voice of the Customer for Endpoint Protection Platforms, Arctic Wolf Networks Vendor Summary**



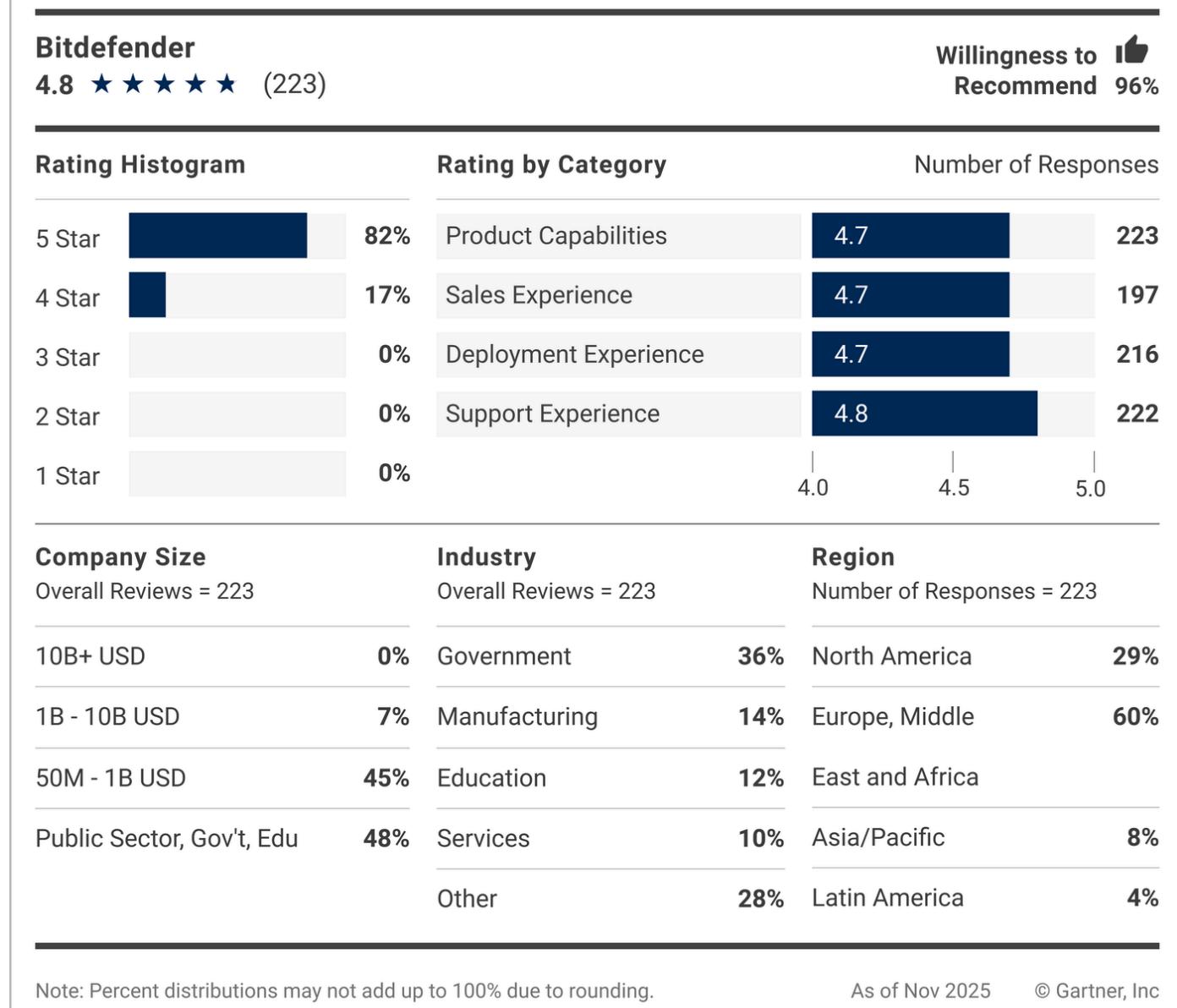



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Arctic Wolf Networks](#).

**Figure 5. Voice of the Customer for Endpoint Protection Platforms, Bitdefender Vendor Summary**



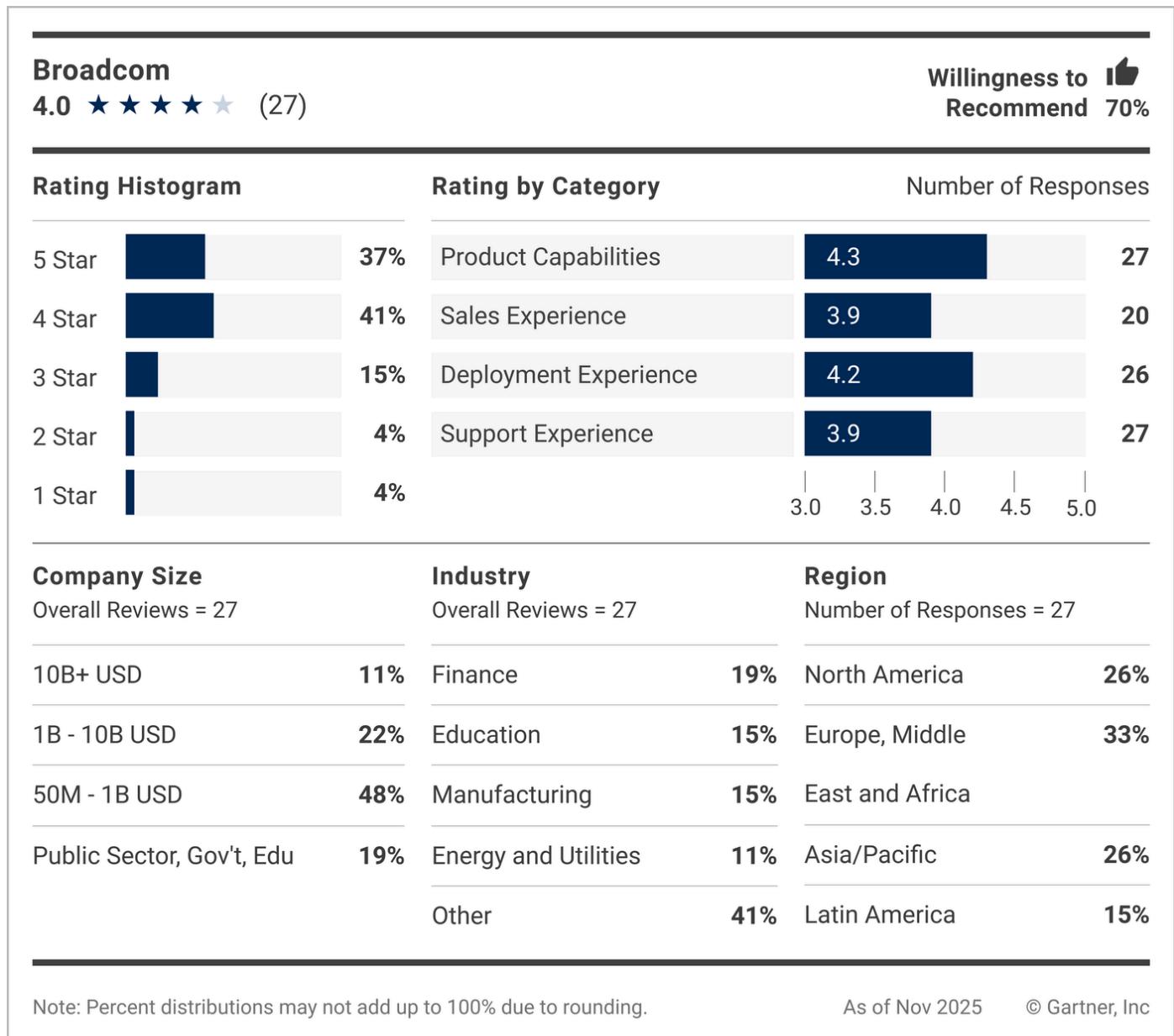



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Bitdefender](#).

**Figure 6. Voice of the Customer for Endpoint Protection Platforms, Broadcom Vendor Summary**



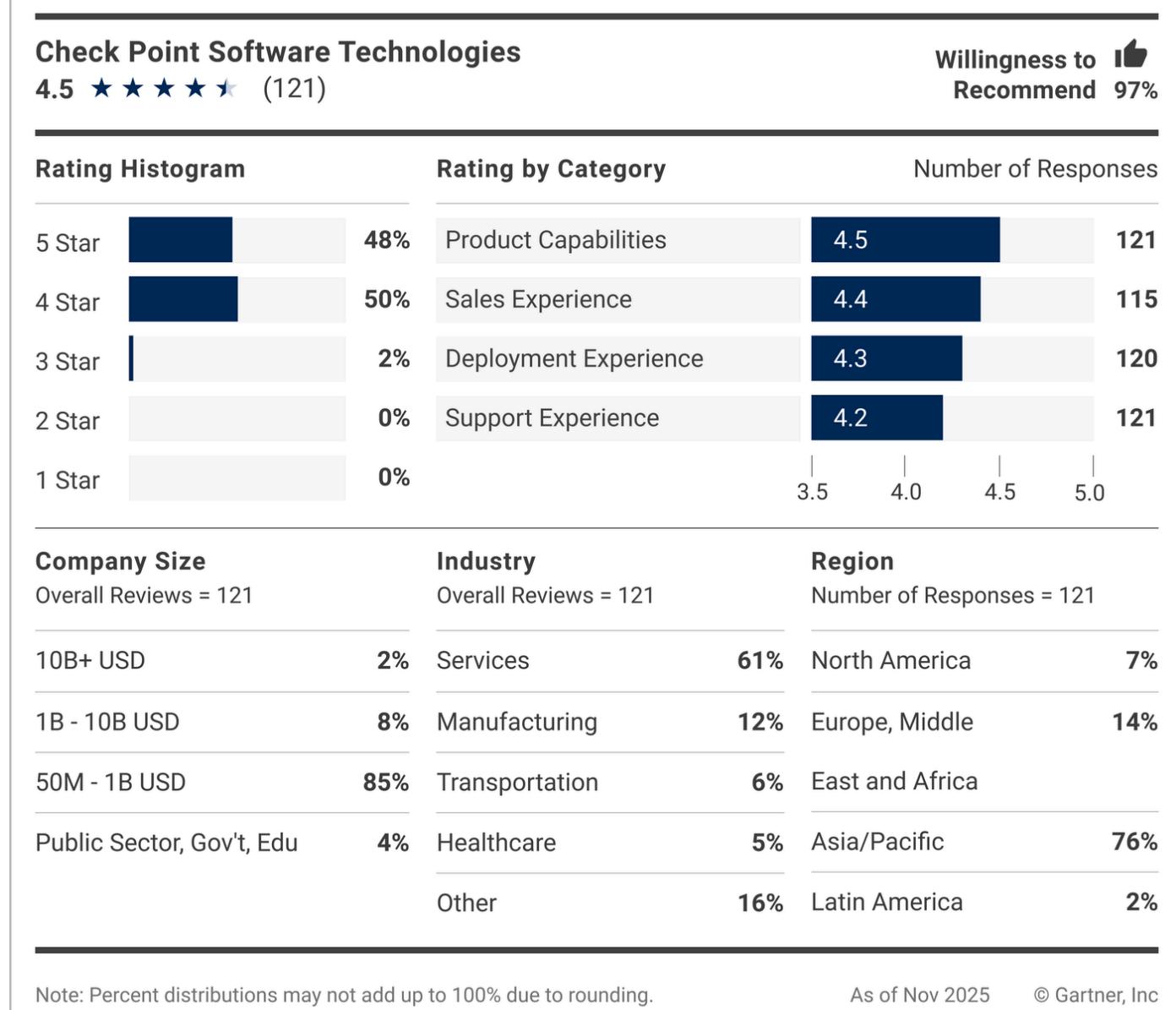



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Broadcom](#).

**Figure 7. Voice of the Customer for Endpoint Protection Platforms, Check Point Software Technologies Vendor Summary**



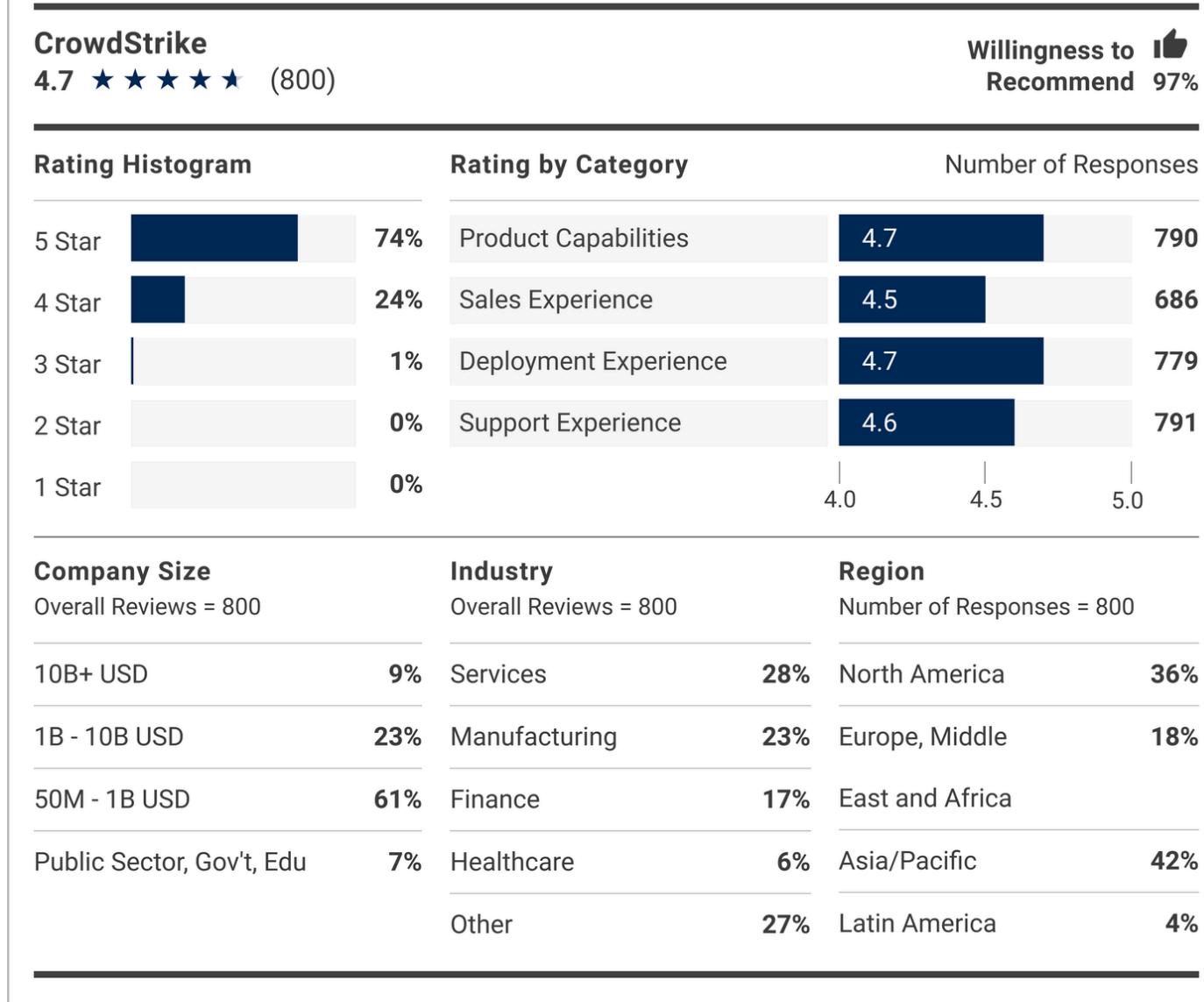



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Check Point Software Technologies](#).

**Figure 8. Voice of the Customer for Endpoint Protection Platforms, CrowdStrike Vendor Summary**

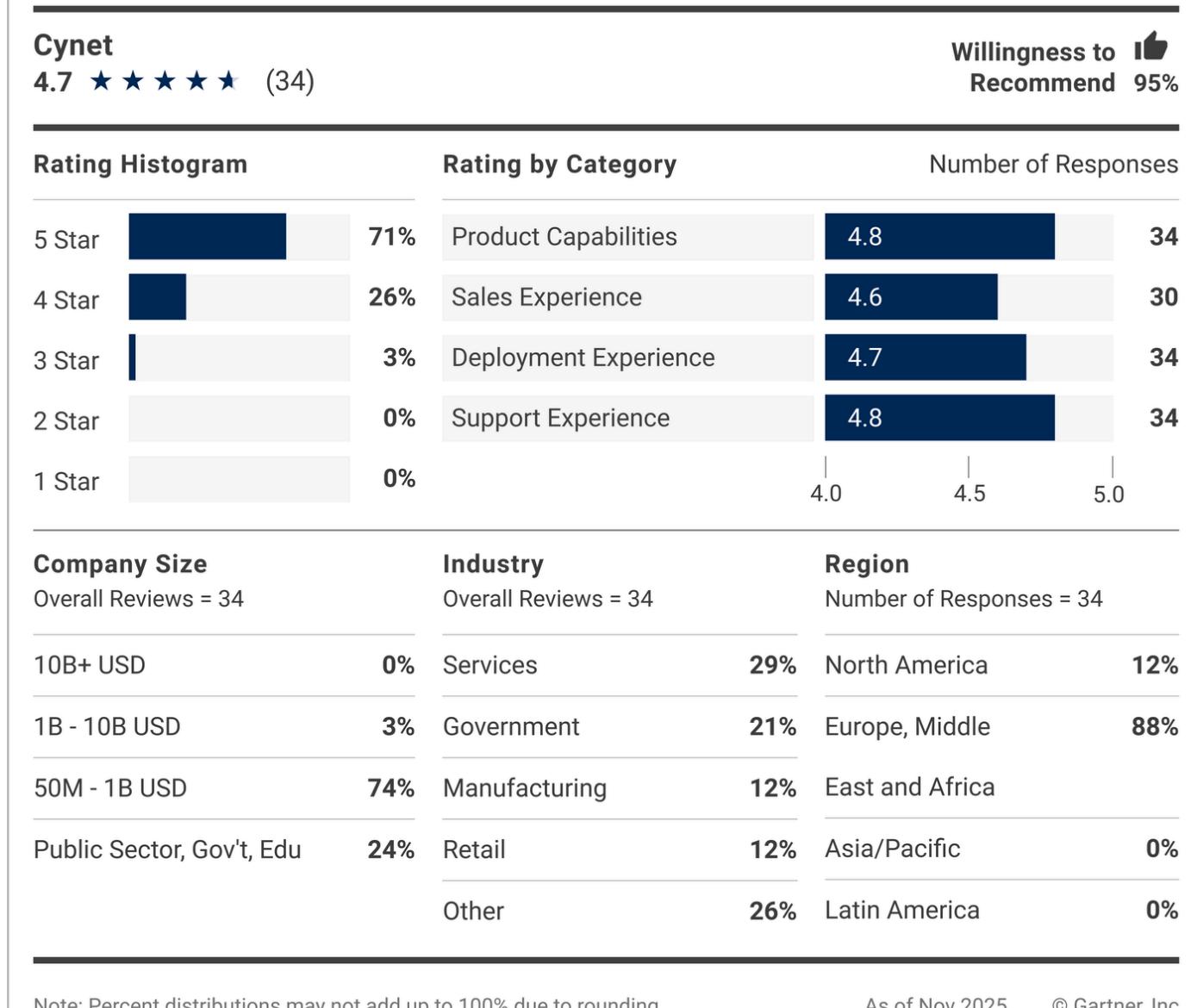




Source: Gartner (January 2026)

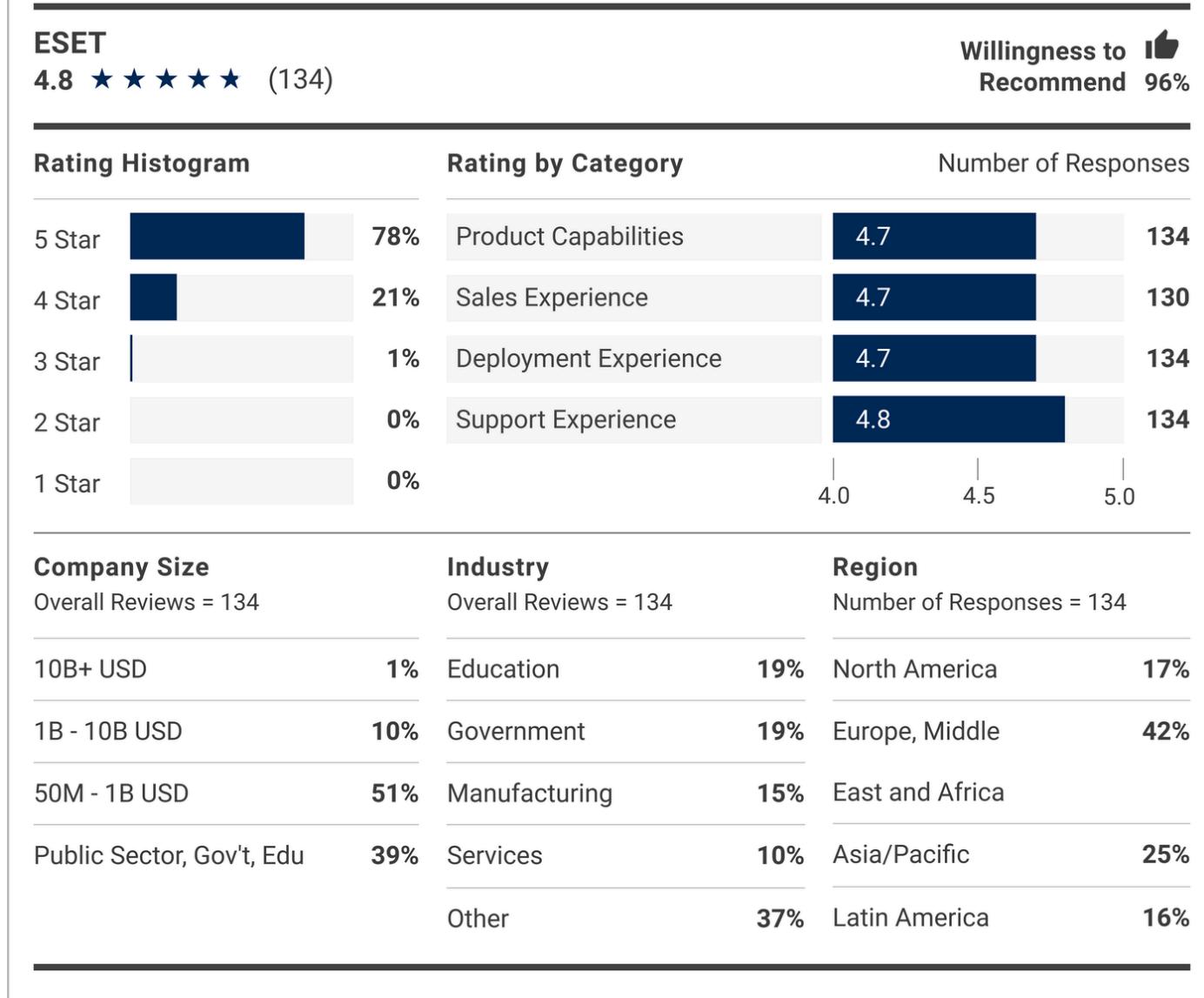
Read all Peer Insights user reviews for [CrowdStrike](#).

**Figure 9. Voice of the Customer for Endpoint Protection Platforms, Cynet Vendor Summary**

**Gartner**

Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Cynet](#).**Figure 10. Voice of the Customer for Endpoint Protection Platforms, ESET Vendor Summary**

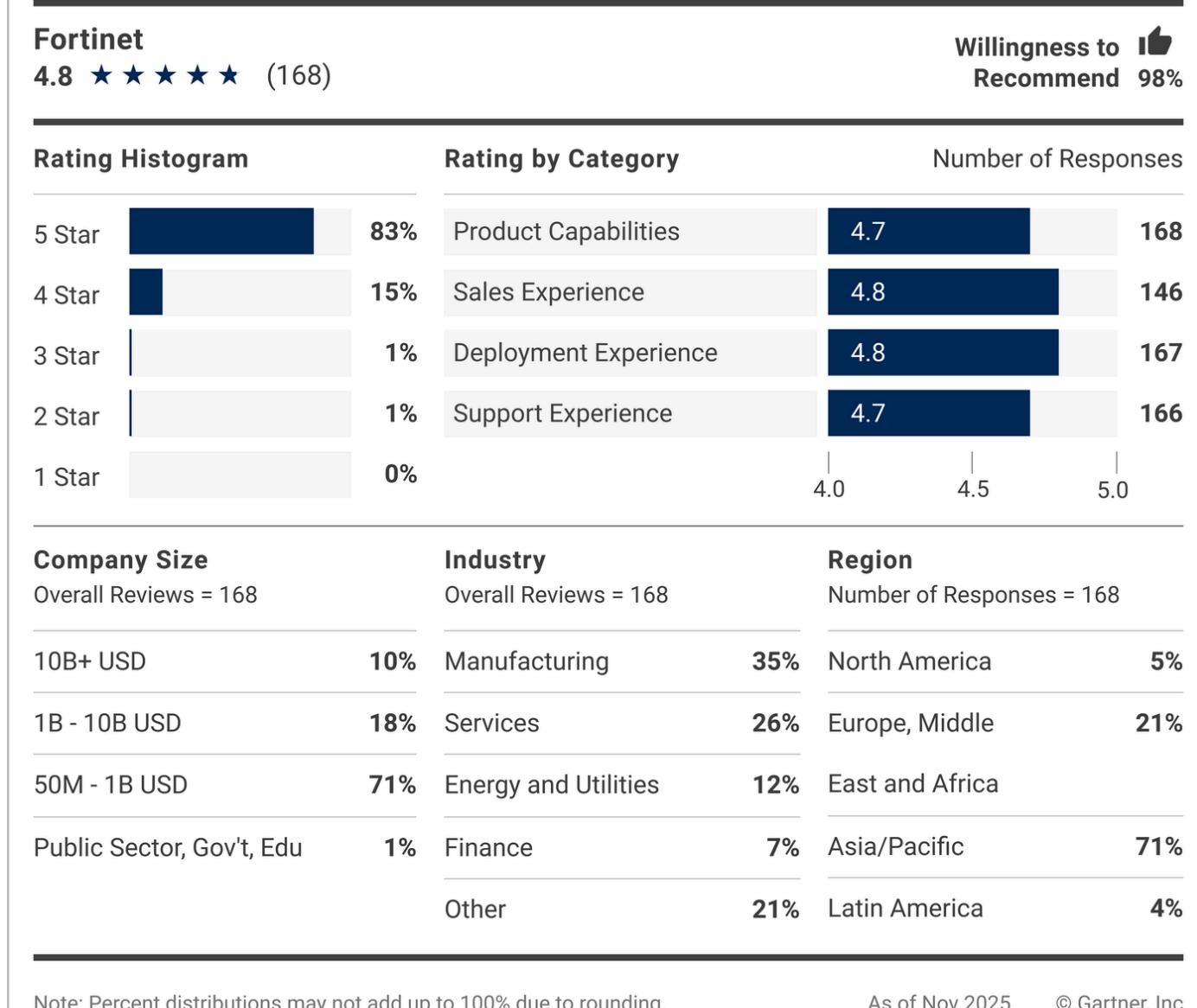



Source: Gartner (January 2026)

Read all Peer Insights user reviews for **ESET**.

**Figure 11. Voice of the Customer for Endpoint Protection Platforms, Fortinet Vendor Summary**



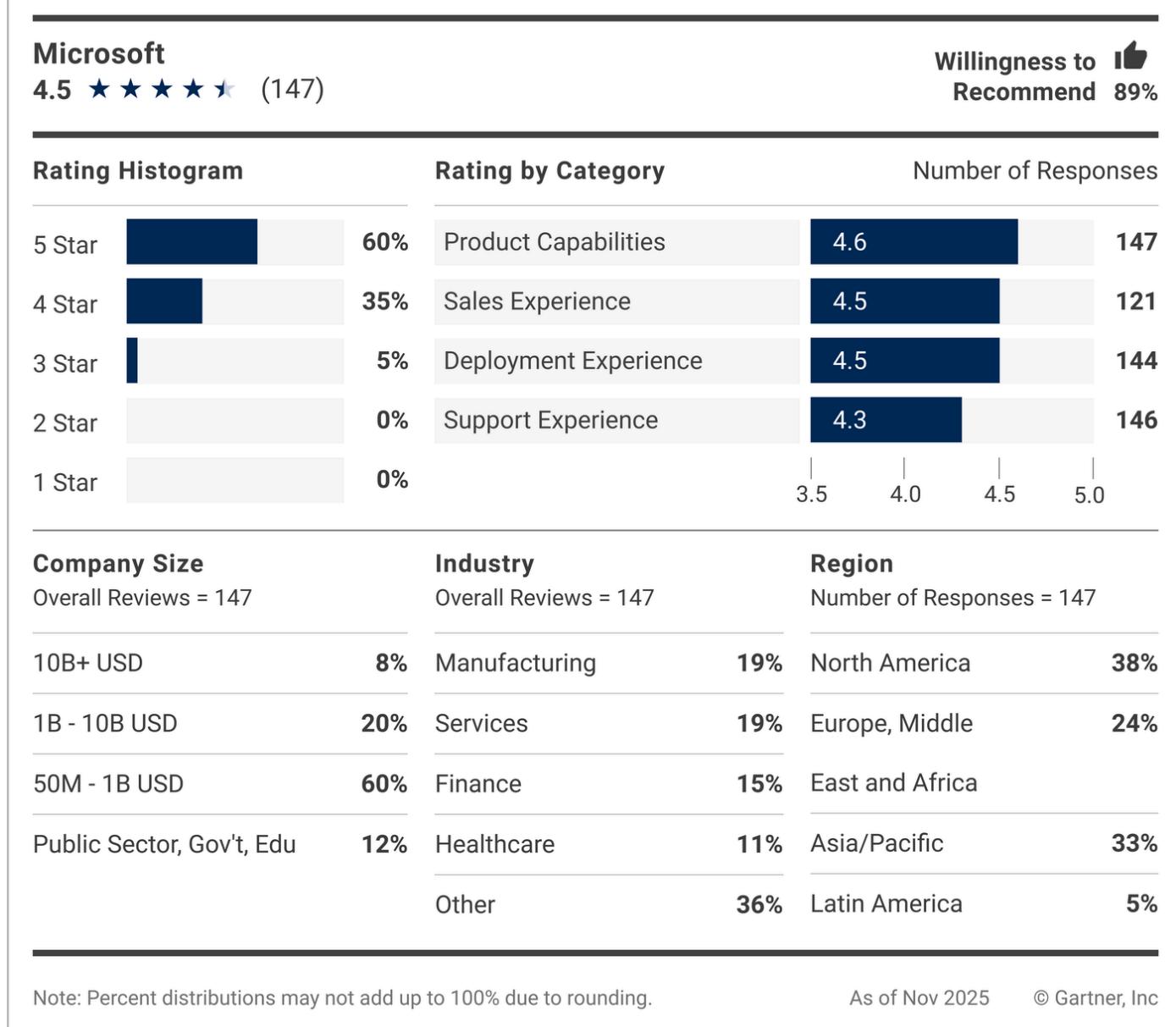



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Fortinet](#).

**Figure 12. Voice of the Customer for Endpoint Protection Platforms, Microsoft Vendor Summary**



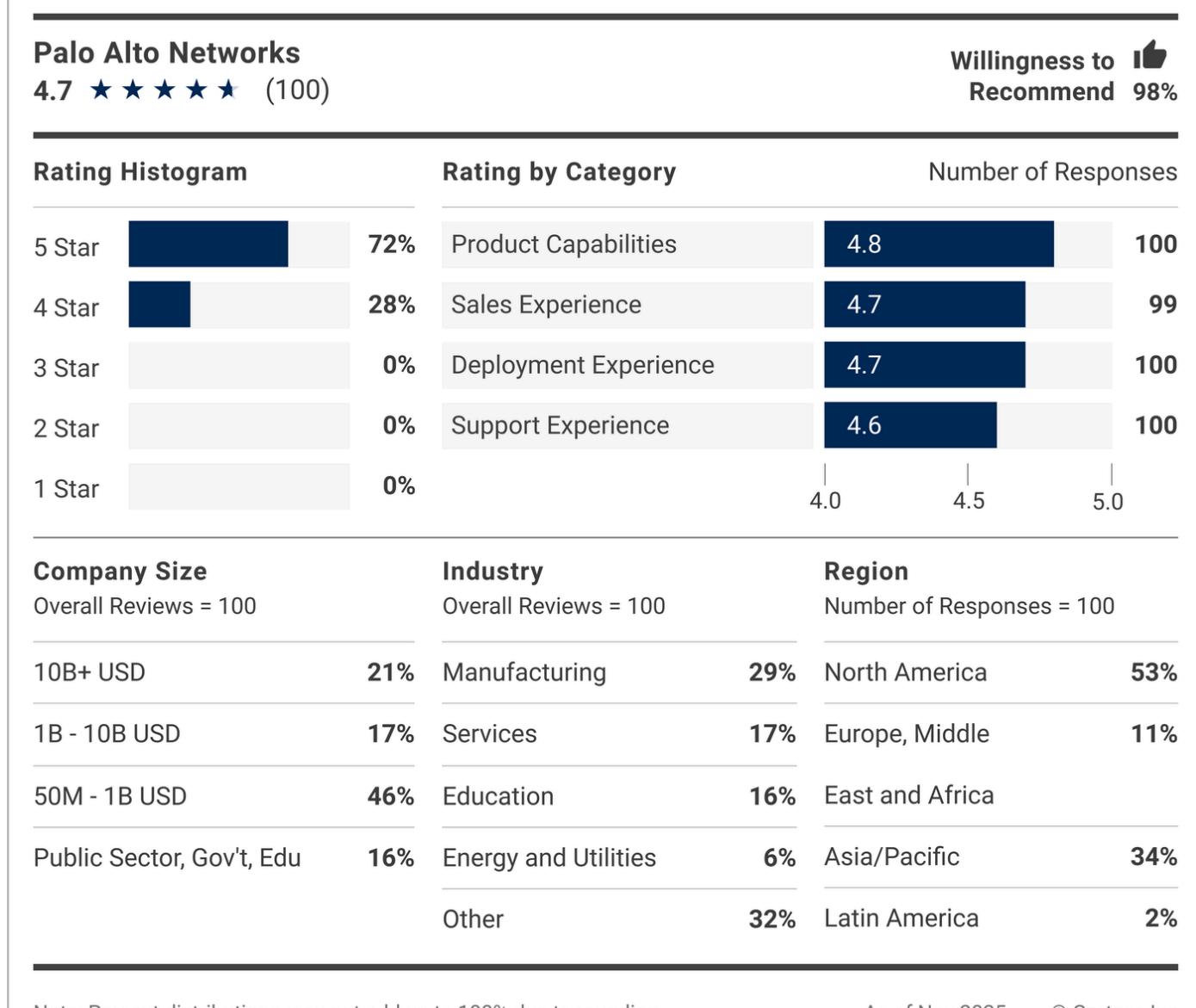



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Microsoft](#).

**Figure 13. Voice of the Customer for Endpoint Protection Platforms, Palo Alto Networks Vendor Summary**



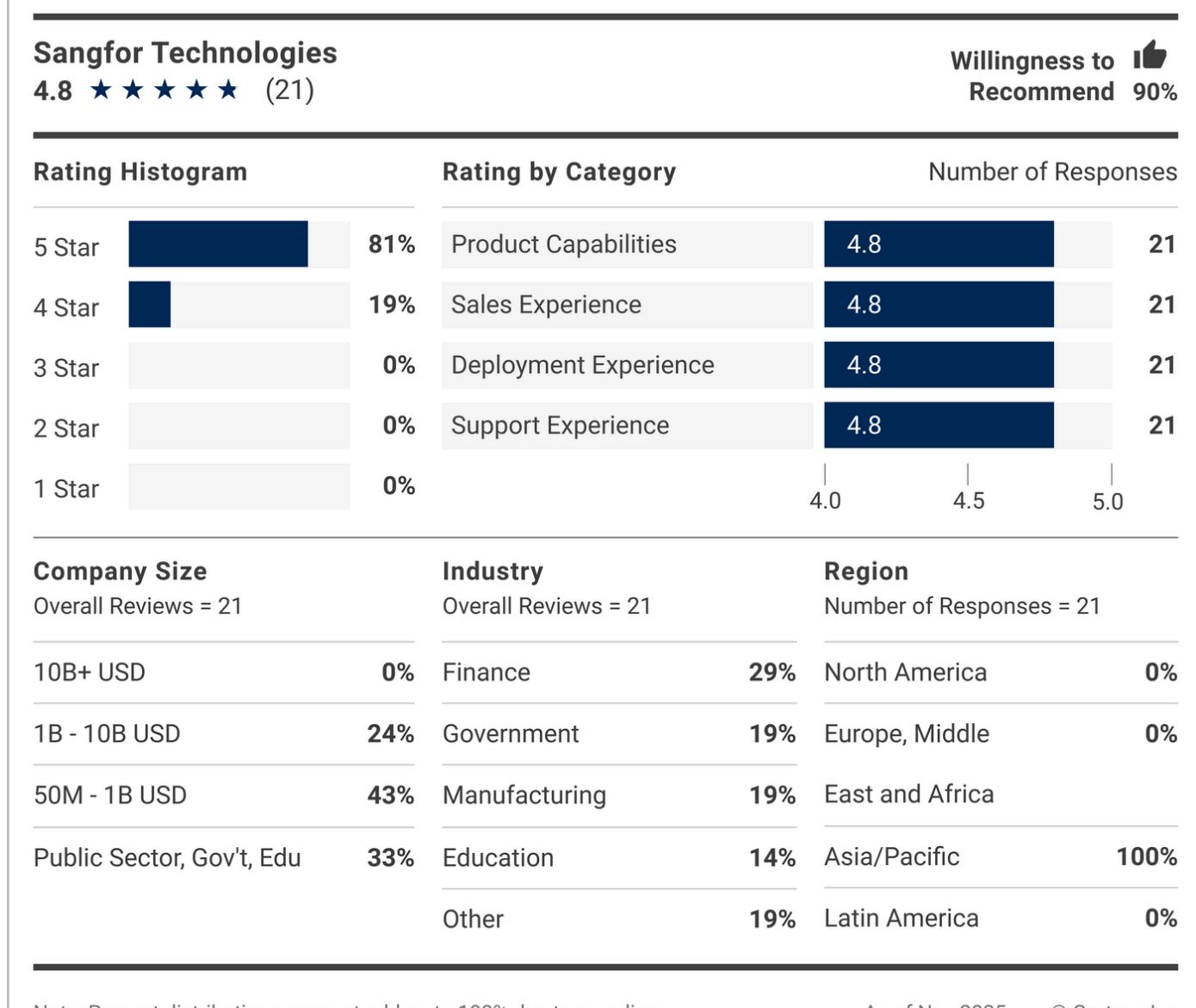



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Palo Alto Networks](#).

**Figure 14. Voice of the Customer for Endpoint Protection Platforms, Sangfor Technologies Vendor Summary**



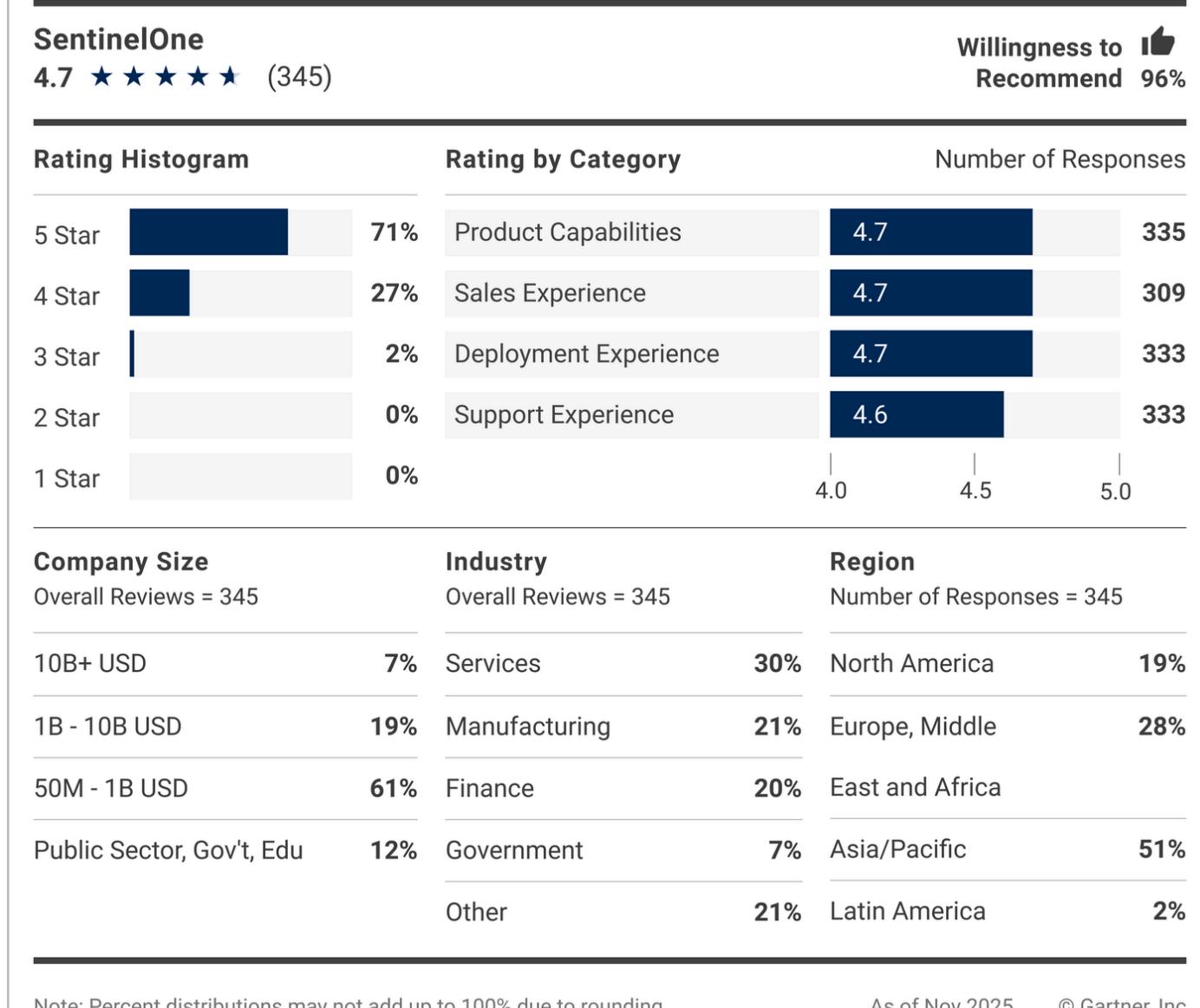



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Sangfor Technologies](#).

**Figure 15. Voice of the Customer for Endpoint Protection Platforms, SentinelOne Vendor Summary**



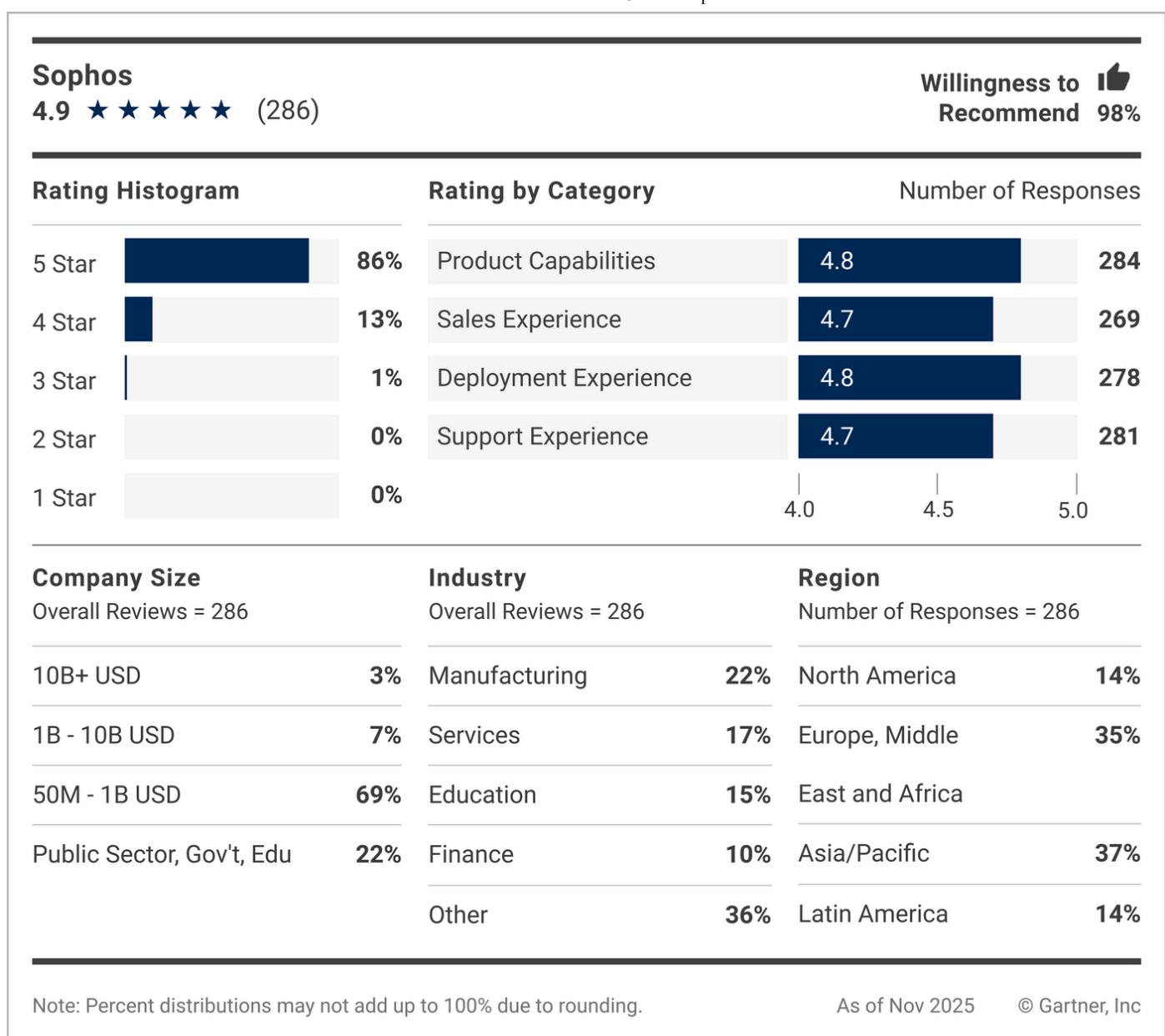



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [SentinelOne](#).

**Figure 16. Voice of the Customer for Endpoint Protection Platforms, Sophos Vendor Summary**



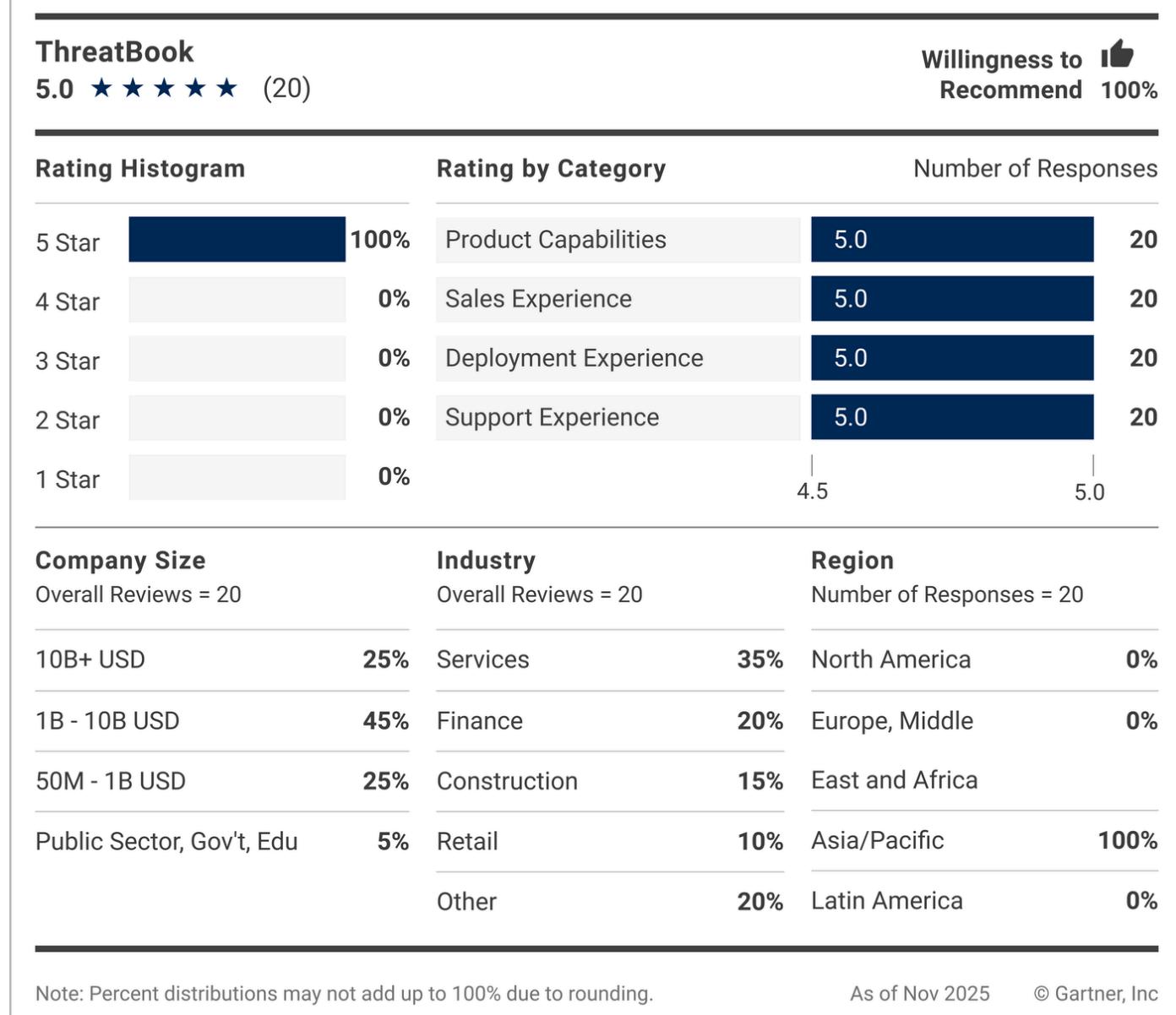
**Gartner**

Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Sophos](#).

**Figure 17. Voice of the Customer for Endpoint Protection Platforms, ThreatBook Vendor Summary**



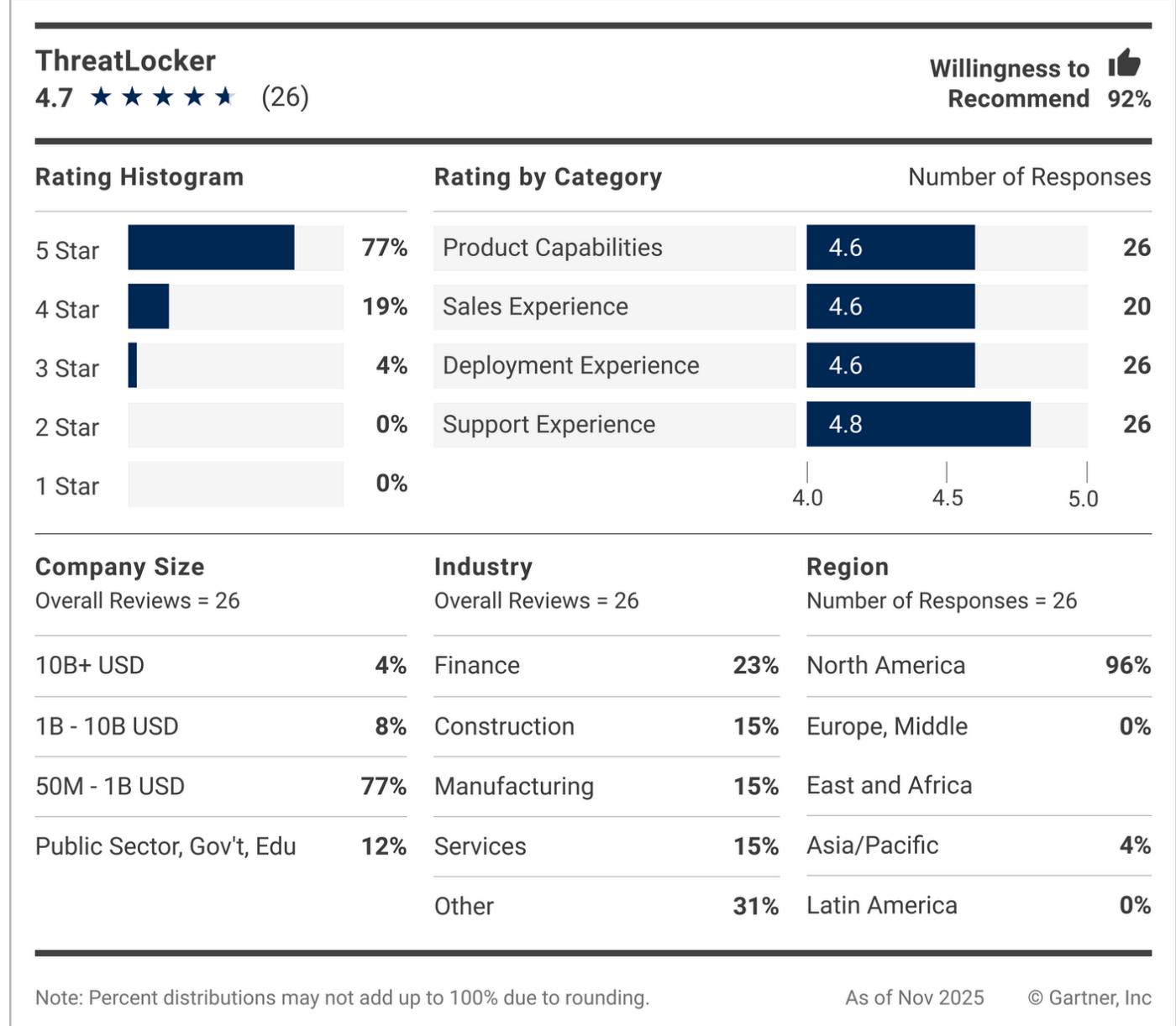



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [ThreatBook](#).

**Figure 18. Voice of the Customer for Endpoint Protection Platforms, ThreatLocker Vendor Summary**



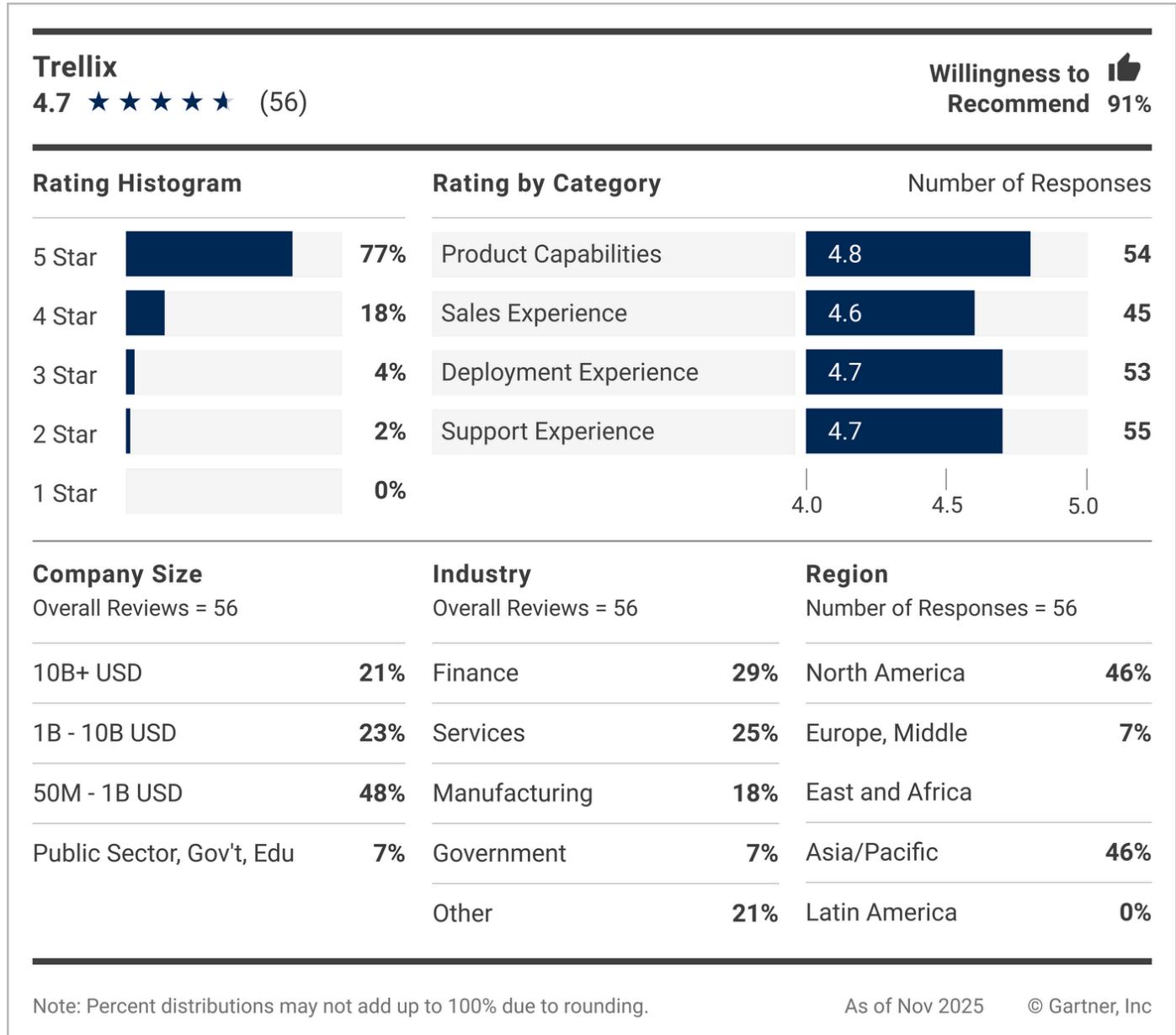



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [ThreatLocker](#).

**Figure 19. Voice of the Customer for Endpoint Protection Platforms, Trellix Vendor Summary**



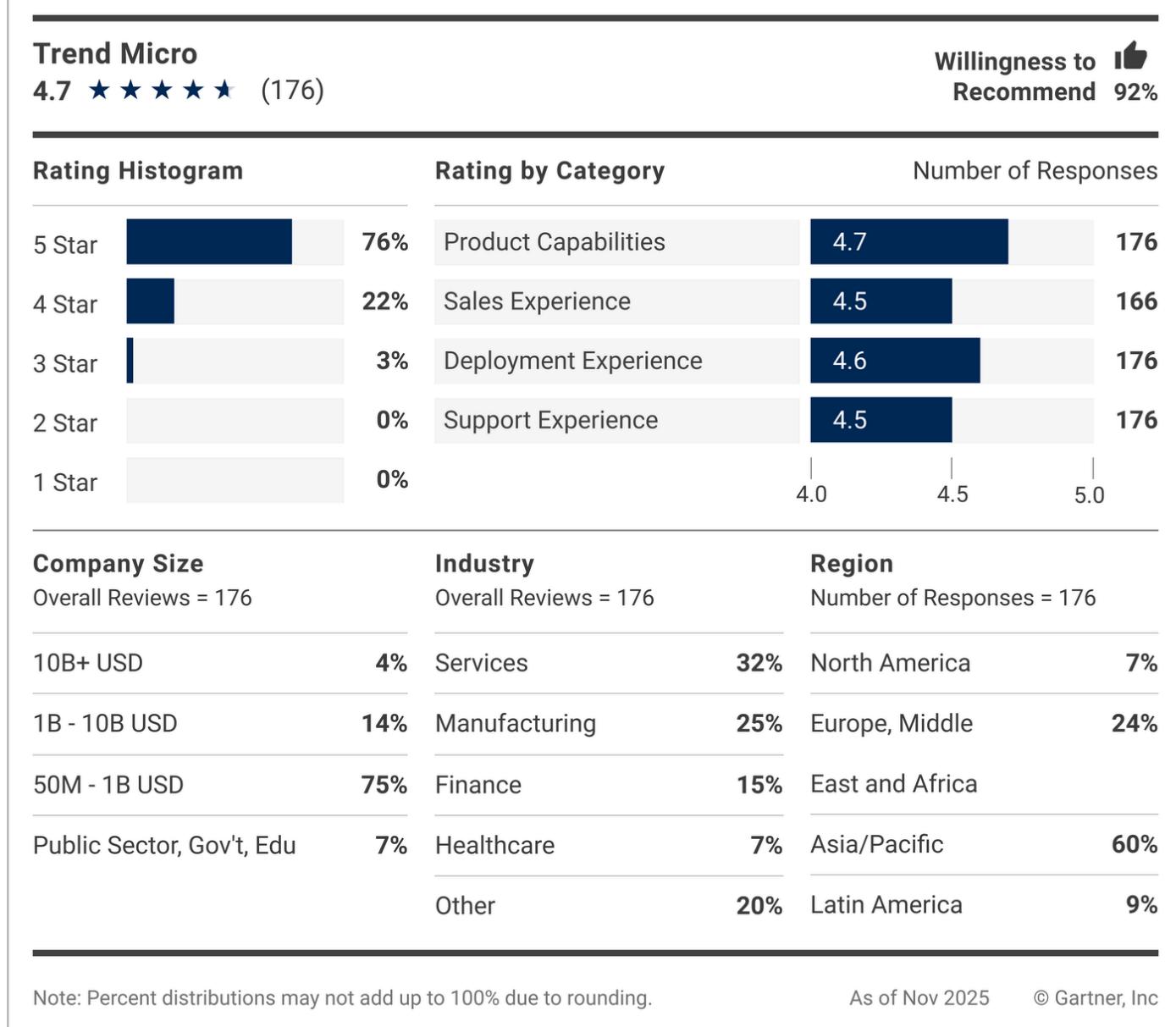



Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Trellix](#).

**Figure 20. Voice of the Customer for Endpoint Protection Platforms, Trend Micro Vendor Summary**






Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Trend Micro](#).

## Methodology

A full description of the methodology can be found on the [Gartner Peer Insights Voice of the Customer Methodology page](#).

Voice of the Customer includes vendors with products aligned to the market that have 20 or more eligible published reviews (and 15 or more ratings for “Capabilities” and “Support/Delivery”) during the 18-month consideration period ending 30 November 2025. Reviews from vendor partners or companies with less than \$50 million in revenue are excluded.

In the endpoint protection platforms market, Gartner Peer Insights published 4,478 reviews and ratings during the consideration period.

The data used in this report is drawn from reviews on Peer Insights, a free peer review and ratings platform that regularly publishes new reviews. The Voice of the Customer methodology uses a snapshot of reviews data from a defined timeframe and does not automatically update as new reviews are published. The external Peer Insights site will always have the most updated peer view of the vendors and products in this report.

The numerical ratings scores in each vendor summary graphic (shown as "Rating by Category") are best interpreted as sample statistics with a reasonable margin for error and not as exact values.

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