

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](#).

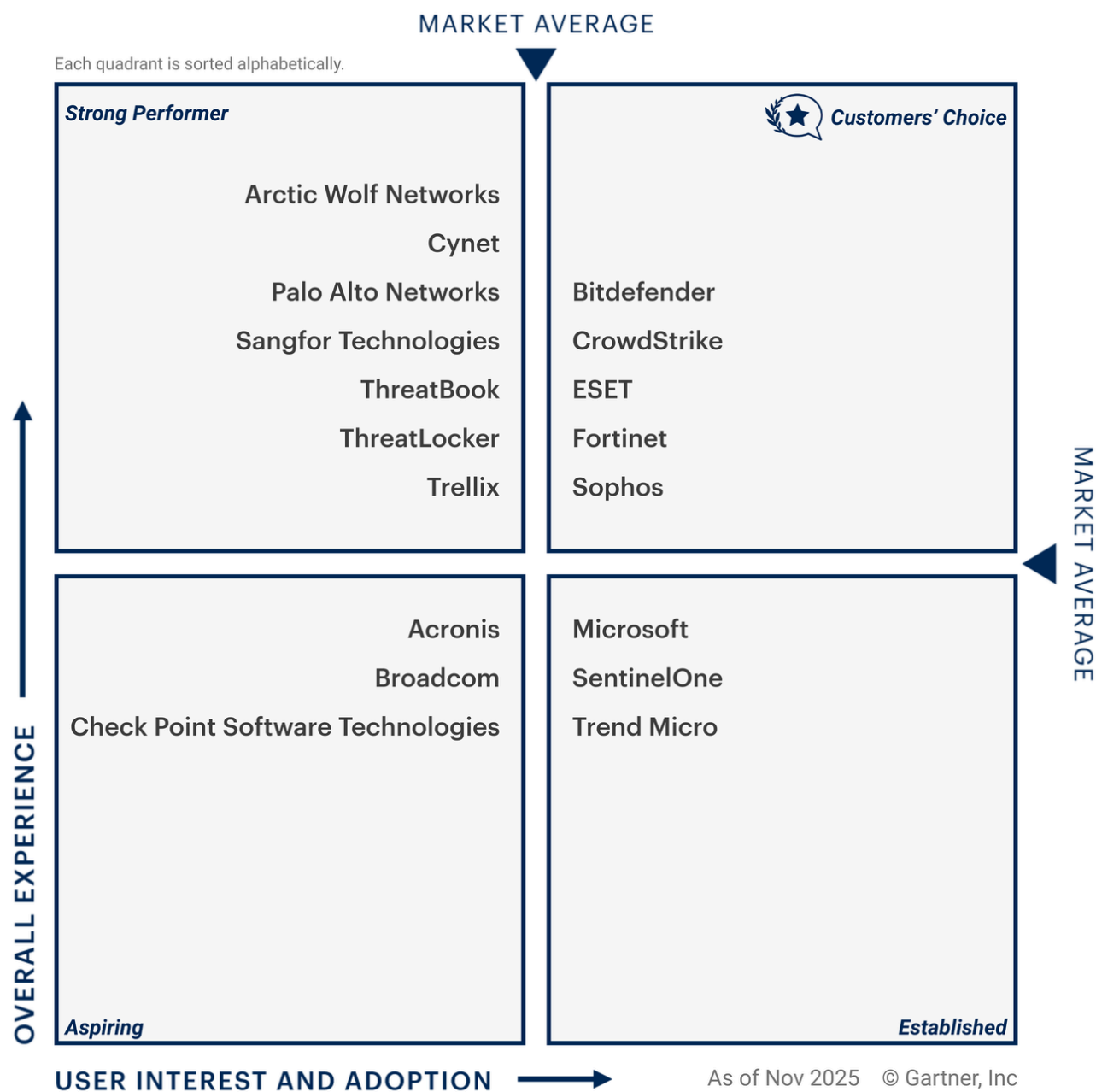
Figure 1 shows all “Voice of the Customer” eligible vendors in the market categorized into four quadrants based on scores assigned for User Interest and Adoption (x-axis), and Overall Experience (y-axis). The midpoint of each axis, labeled “market average,” represents the average score as calculated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

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

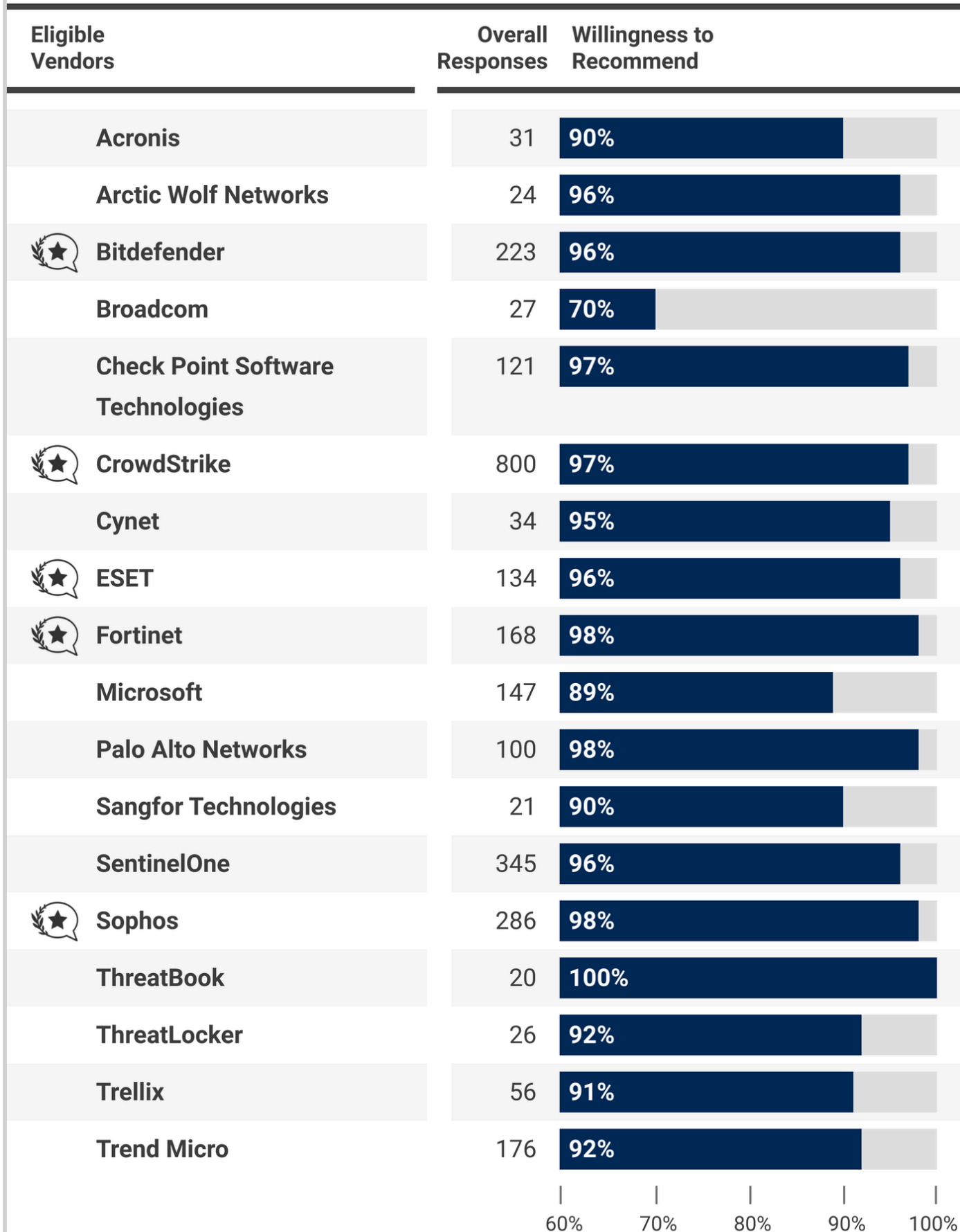
[Gartner Peer Insights Voice of the Customer Methodology](#) for details.

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

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Source: Gartner (January 2026)

Vendor Summaries

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


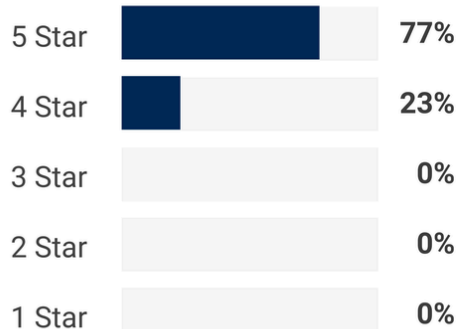
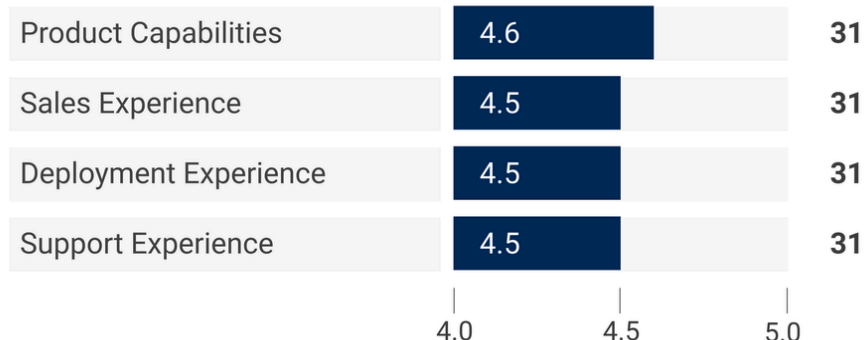
- Reviewer demographics for reviews received in the 18-month review period, ending 30 November 2025
- Overall Rating and rating distribution
- Other ratings covering specific aspects of the experience with the vendor

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



Acronis

4.8 ★★★★★ (31)

Willingness to
Recommend  90%**Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 31

10B+ USD	10%
1B - 10B USD	13%
50M - 1B USD	77%
Public Sector, Gov't, Edu	0%

Industry

Overall Reviews = 31

Services	77%
Communications	16%
Construction	3%
Manufacturing	3%

Region

Number of Responses = 31

North America	26%
Europe, Middle	68%
East and Africa	
Asia/Pacific	3%
Latin America	3%

Note: Percent distributions may not add up to 100% due to rounding.


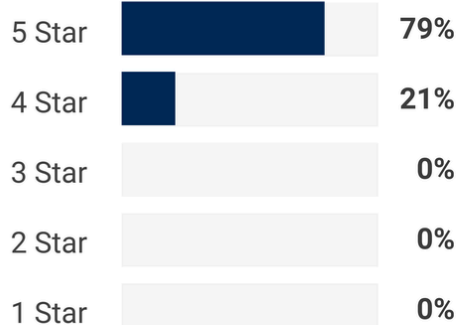
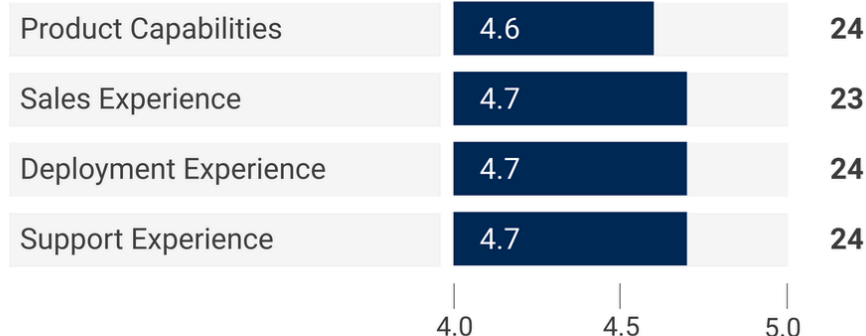
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Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Acronis](#).**Figure 4. Voice of the Customer for Endpoint Protection Platforms, Arctic Wolf Networks Vendor Summary**

Arctic Wolf Networks**4.8** ★ ★ ★ ★ ★ (24)**Willingness to**
Recommend  **96%****Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 24

10B+ USD	0%
1B - 10B USD	4%
50M - 1B USD	79%
Public Sector, Gov't, Edu	17%

Industry

Overall Reviews = 24

Manufacturing	21%
Construction	13%
Government	13%
Services	13%
Other	42%

Region

Number of Responses = 24

North America	71%
Europe, Middle	29%
East and Africa	
Asia/Pacific	0%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

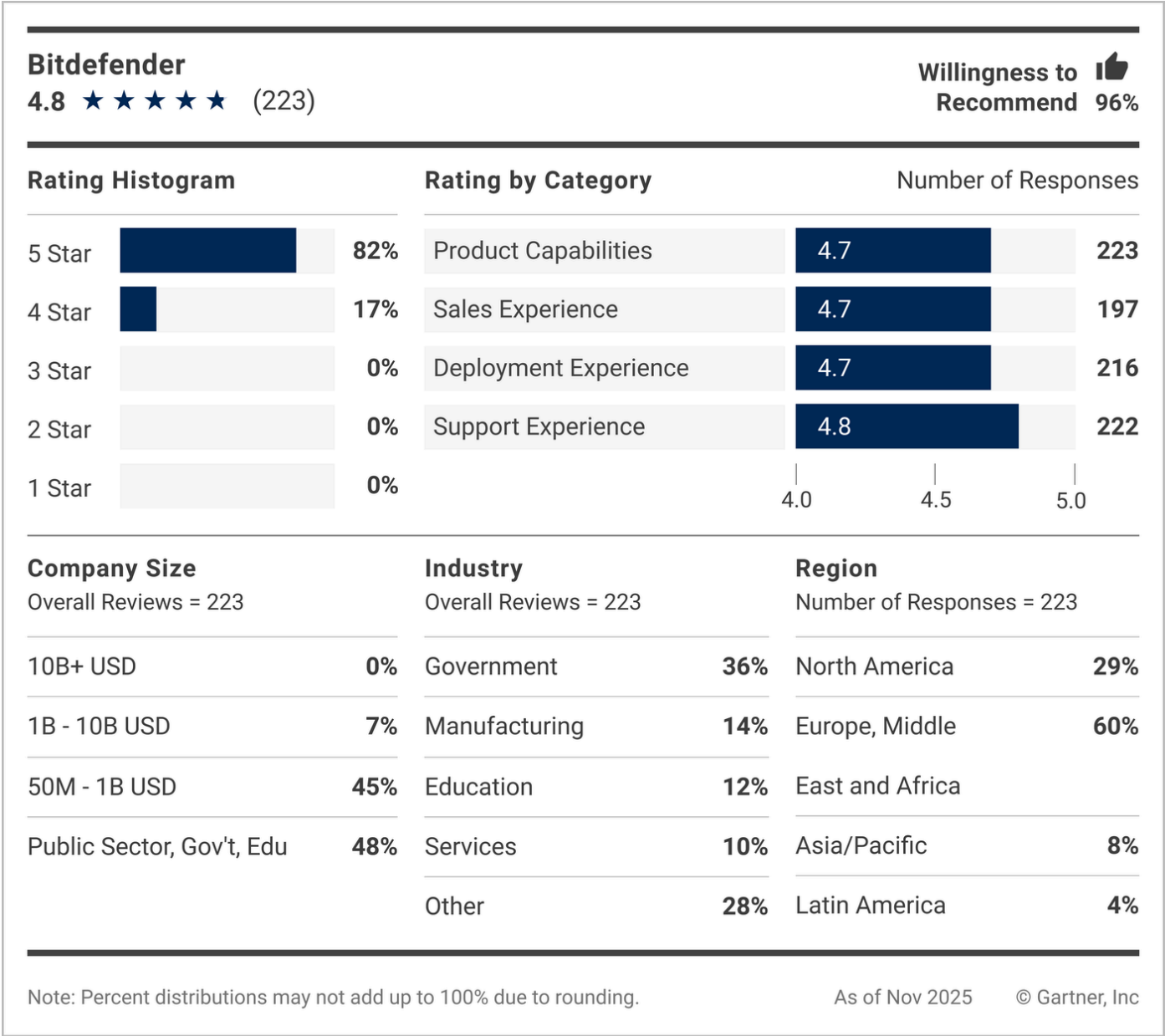
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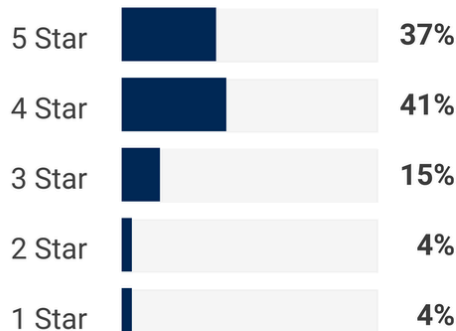
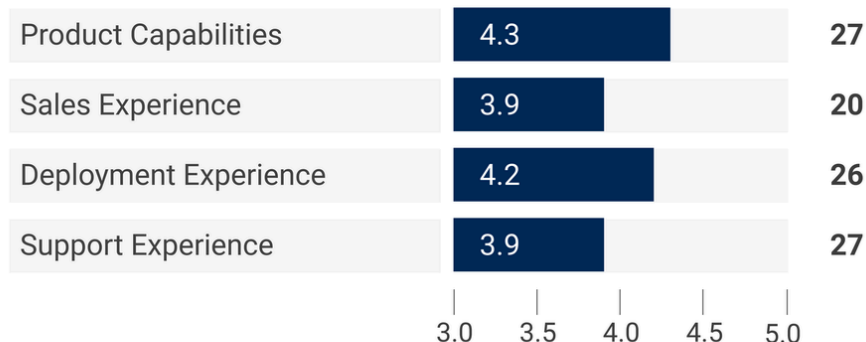
Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Arctic Wolf Networks](#).**Figure 5. Voice of the Customer for Endpoint Protection Platforms, Bitdefender Vendor Summary**



Broadcom

4.0 ★ ★ ★ ★ ★ (27)

Willingness to
Recommend 70% **Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 27

10B+ USD	11%
1B - 10B USD	22%
50M - 1B USD	48%
Public Sector, Gov't, Edu	19%

Industry

Overall Reviews = 27

Finance	19%
Education	15%
Manufacturing	15%
Energy and Utilities	11%
Other	41%

Region

Number of Responses = 27

North America	26%
Europe, Middle	33%
East and Africa	
Asia/Pacific	26%
Latin America	15%

Note: Percent distributions may not add up to 100% due to rounding.

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Source: Gartner (January 2026)

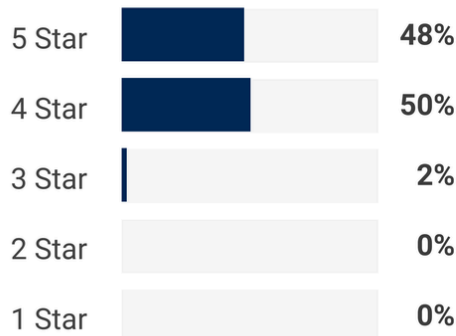
Read all Peer Insights user reviews for [Broadcom](#).**Figure 7. Voice of the Customer for Endpoint Protection Platforms, Check Point Software Technologies Vendor Summary**

Check Point Software Technologies

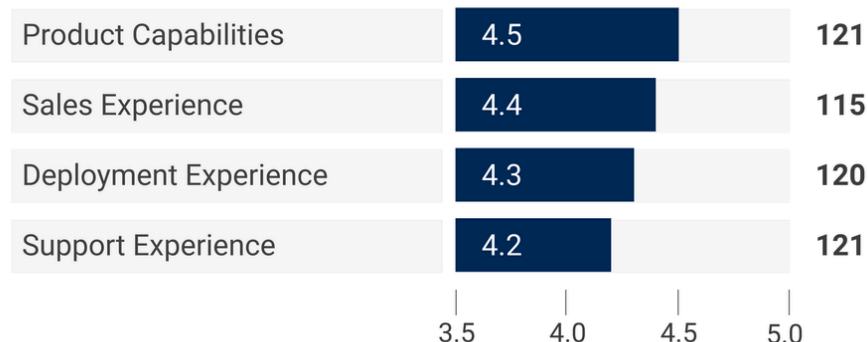
4.5 ★ ★ ★ ★ ★ (121)

Willingness to 
Recommend 97%

Rating Histogram



Rating by Category



Company Size

Overall Reviews = 121

10B+ USD	2%
1B - 10B USD	8%
50M - 1B USD	85%
Public Sector, Gov't, Edu	4%

Industry

Overall Reviews = 121

Services	61%
Manufacturing	12%
Transportation	6%
Healthcare	5%
Other	16%

Region

Number of Responses = 121

North America	7%
Europe, Middle	14%
East and Africa	
Asia/Pacific	76%
Latin America	2%

Note: Percent distributions may not add up to 100% due to rounding.

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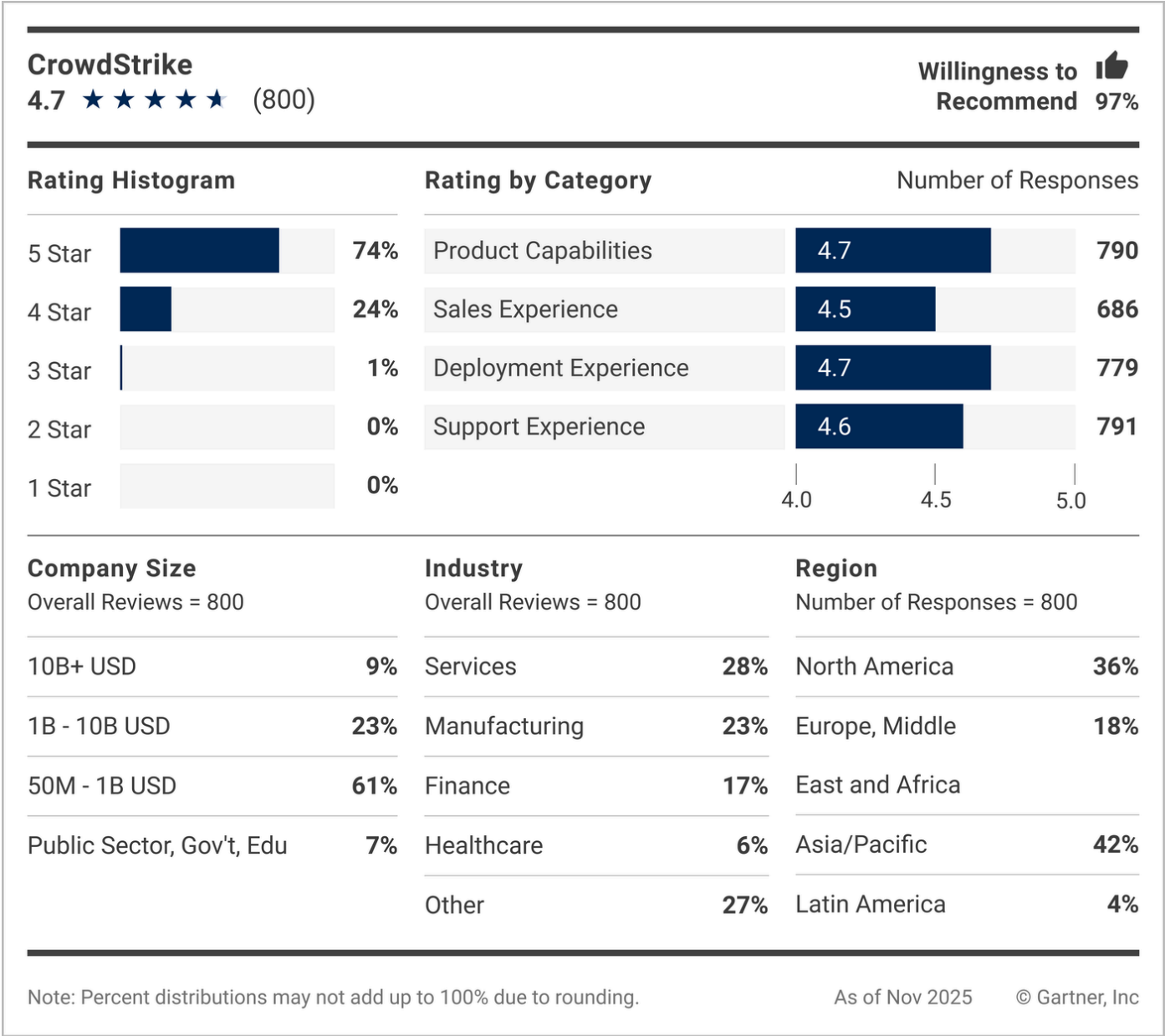
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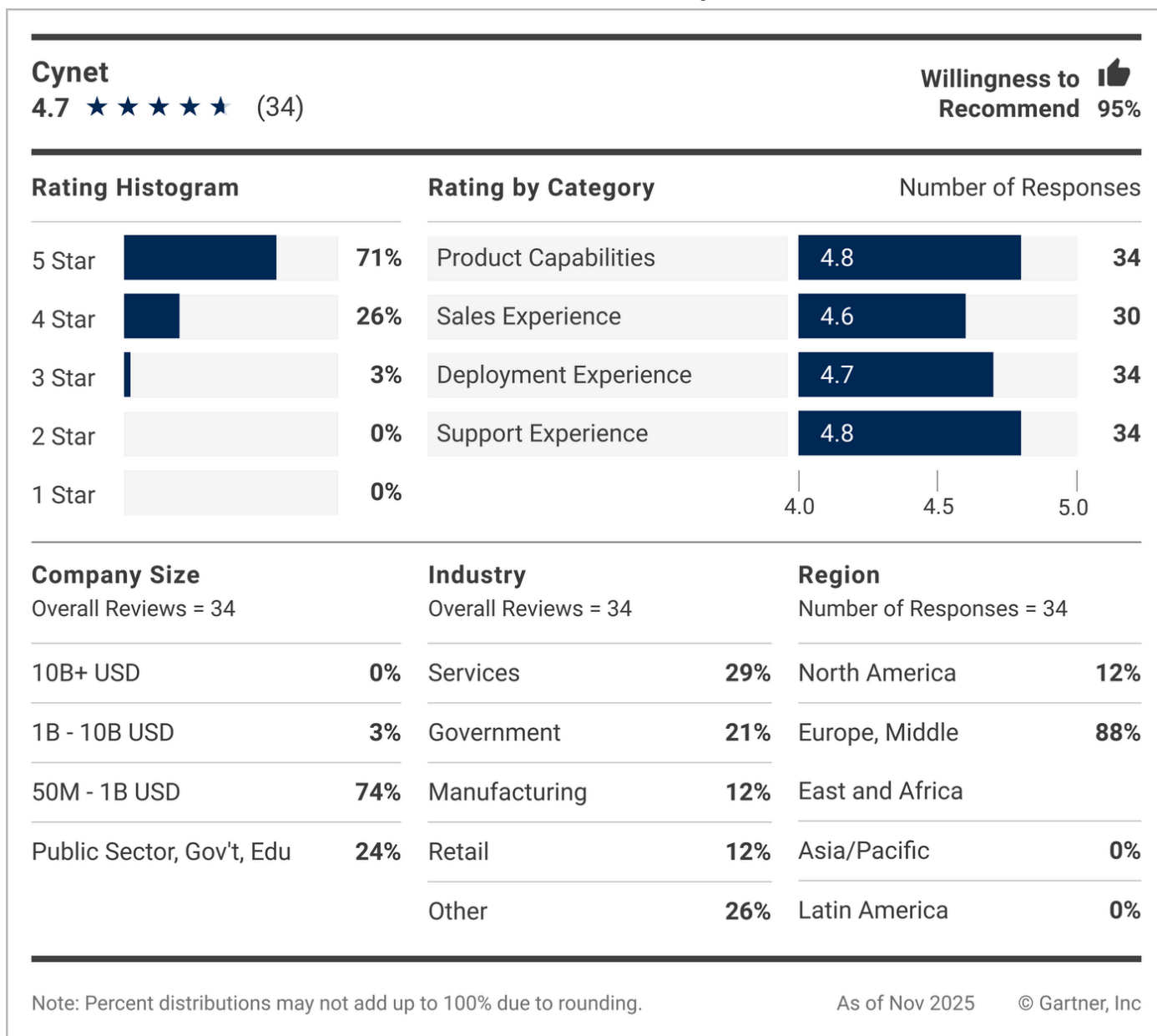
Source: Gartner (January 2026)

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

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







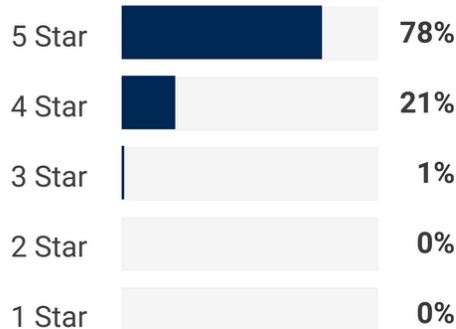
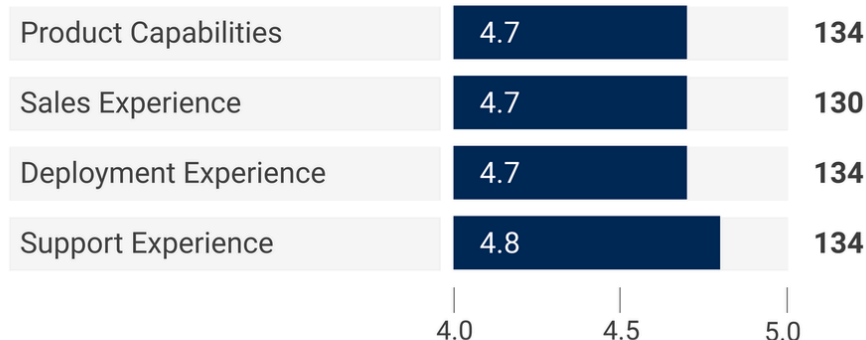
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Source: Gartner (January 2026)

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

Figure 10. Voice of the Customer for Endpoint Protection Platforms, ESET Vendor Summary



ESET**4.8** ★ ★ ★ ★ ★ (134)**Willingness to
Recommend**  **96%****Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 134

10B+ USD	1%
1B - 10B USD	10%
50M - 1B USD	51%
Public Sector, Gov't, Edu	39%

Industry

Overall Reviews = 134

Education	19%
Government	19%
Manufacturing	15%
Services	10%
Other	37%

Region

Number of Responses = 134

North America	17%
Europe, Middle	42%
East and Africa	
Asia/Pacific	25%
Latin America	16%

Note: Percent distributions may not add up to 100% due to rounding.


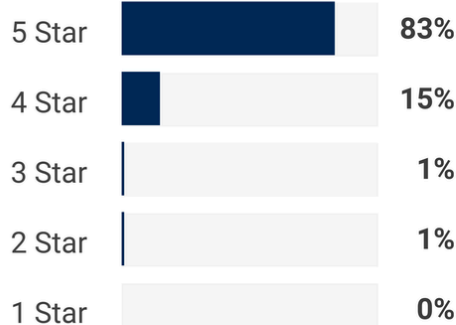
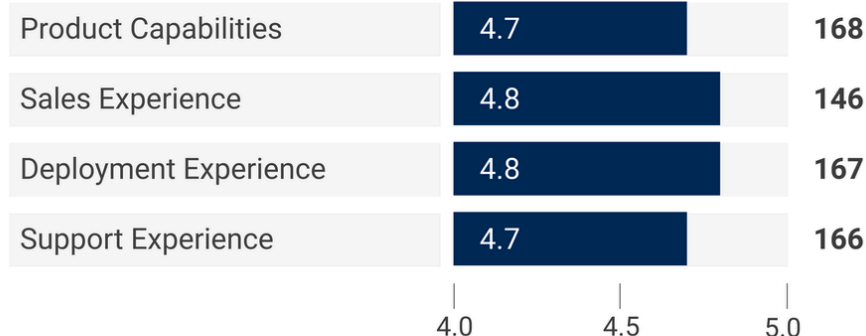
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Source: Gartner (January 2026)

Read all Peer Insights user reviews for [ESET](#).**Figure 11. Voice of the Customer for Endpoint Protection Platforms, Fortinet Vendor Summary**

Fortinet**4.8** ★ ★ ★ ★ ★ (168)**Willingness to
Recommend 98%** **Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 168

10B+ USD	10%
1B - 10B USD	18%
50M - 1B USD	71%
Public Sector, Gov't, Edu	1%

Industry

Overall Reviews = 168

Manufacturing	35%
Services	26%
Energy and Utilities	12%
Finance	7%
Other	21%

Region

Number of Responses = 168

North America	5%
Europe, Middle	21%
East and Africa	
Asia/Pacific	71%
Latin America	4%

Note: Percent distributions may not add up to 100% due to rounding.

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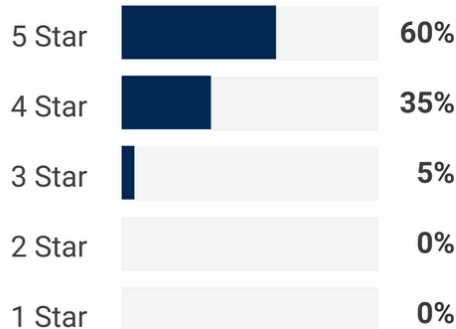
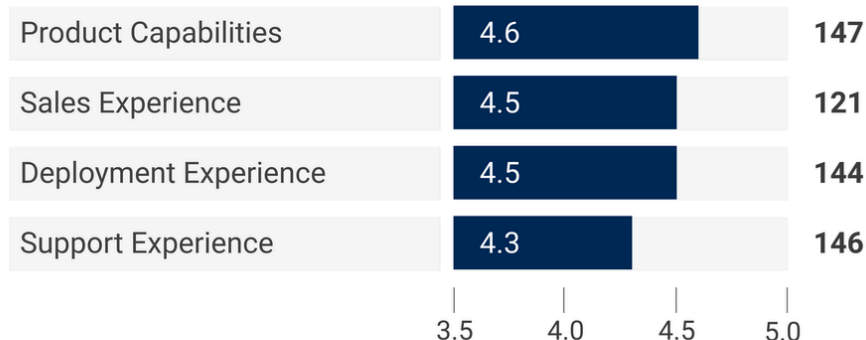
Gartner.

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**

Microsoft

4.5 ★ ★ ★ ★ ★ (147)

Willingness to
Recommend **89%****Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 147

10B+ USD	8%
1B - 10B USD	20%
50M - 1B USD	60%
Public Sector, Gov't, Edu	12%

Industry

Overall Reviews = 147

Manufacturing	19%
Services	19%
Finance	15%
Healthcare	11%
Other	36%

Region

Number of Responses = 147

North America	38%
Europe, Middle	24%
East and Africa	
Asia/Pacific	33%
Latin America	5%

Note: Percent distributions may not add up to 100% due to rounding.

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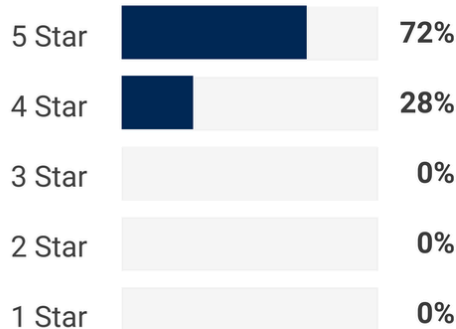
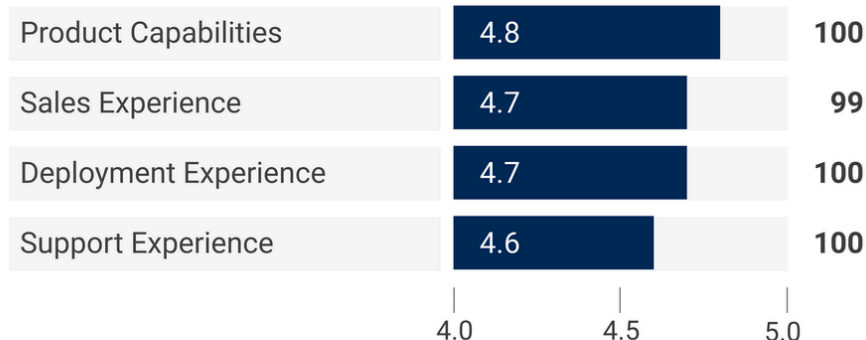
Gartner

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**

Palo Alto Networks

4.7 ★★★★★ (100)

Willingness to
Recommend **98%****Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 100

10B+ USD	21%
1B - 10B USD	17%
50M - 1B USD	46%
Public Sector, Gov't, Edu	16%

Industry

Overall Reviews = 100

Manufacturing	29%
Services	17%
Education	16%
Energy and Utilities	6%
Other	32%

Region

Number of Responses = 100

North America	53%
Europe, Middle	11%
East and Africa	
Asia/Pacific	34%
Latin America	2%

Note: Percent distributions may not add up to 100% due to rounding.

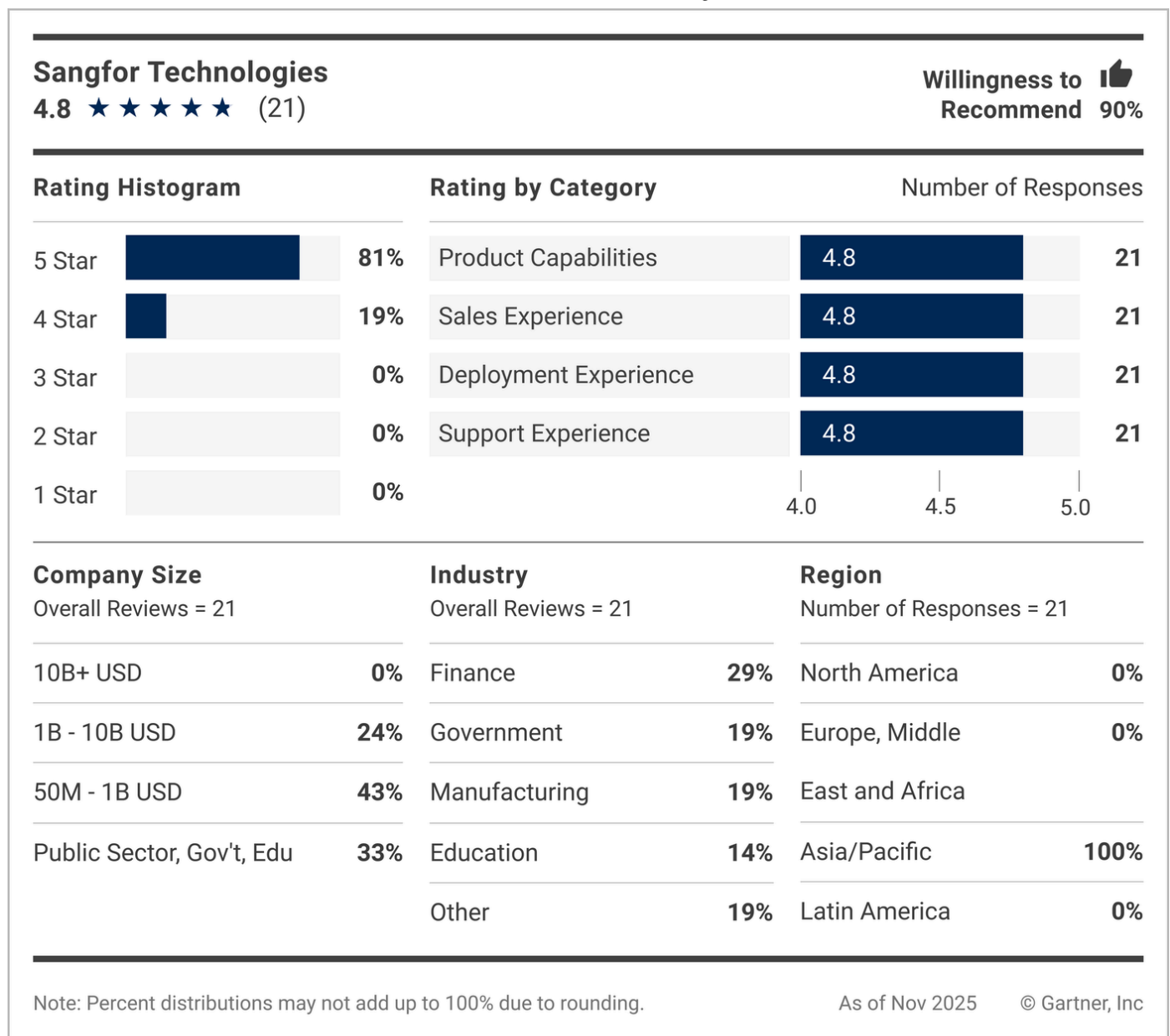
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Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Palo Alto Networks](#).**Figure 14. Voice of the Customer for Endpoint Protection Platforms, Sangfor Technologies Vendor Summary**



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Source: Gartner (January 2026)

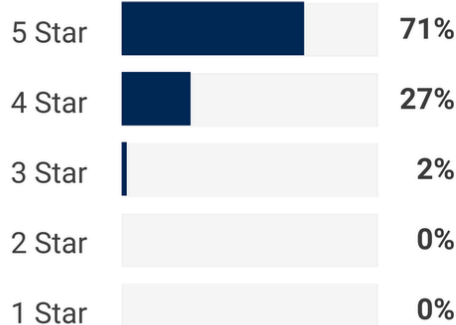
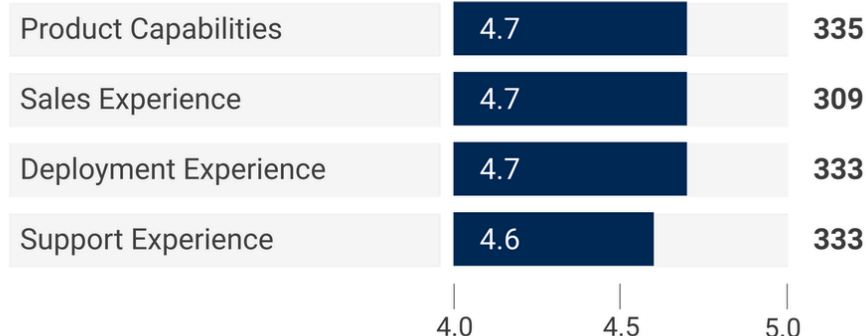
Read all Peer Insights user reviews for [Sangfor Technologies](#).

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



SentinelOne

4.7 ★★★★★ (345)

Willingness to
Recommend  96%**Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 345

10B+ USD	7%
1B - 10B USD	19%
50M - 1B USD	61%
Public Sector, Gov't, Edu	12%

Industry

Overall Reviews = 345

Services	30%
Manufacturing	21%
Finance	20%
Government	7%
Other	21%

Region

Number of Responses = 345

North America	19%
Europe, Middle	28%
East and Africa	
Asia/Pacific	51%
Latin America	2%

Note: Percent distributions may not add up to 100% due to rounding.

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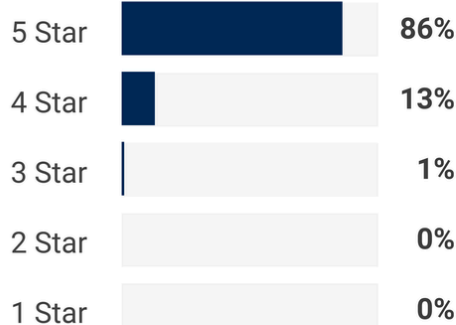
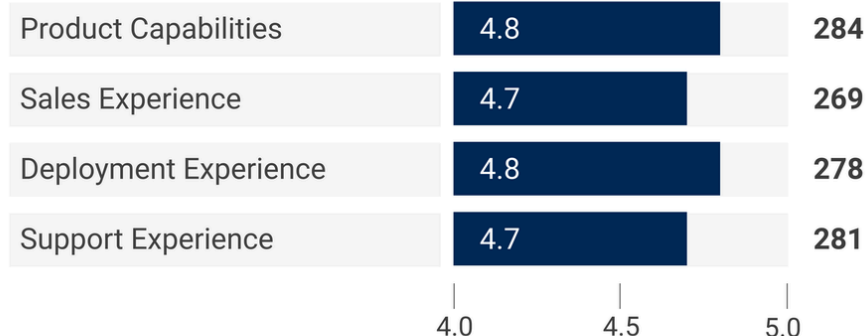
Gartner.

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**

Sophos

4.9 ★★★★★ (286)

Willingness to
Recommend **98%****Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 286

10B+ USD	3%
1B - 10B USD	7%
50M - 1B USD	69%
Public Sector, Gov't, Edu	22%

Industry

Overall Reviews = 286

Manufacturing	22%
Services	17%
Education	15%
Finance	10%
Other	36%

Region

Number of Responses = 286

North America	14%
Europe, Middle	35%
East and Africa	
Asia/Pacific	37%
Latin America	14%

Note: Percent distributions may not add up to 100% due to rounding.

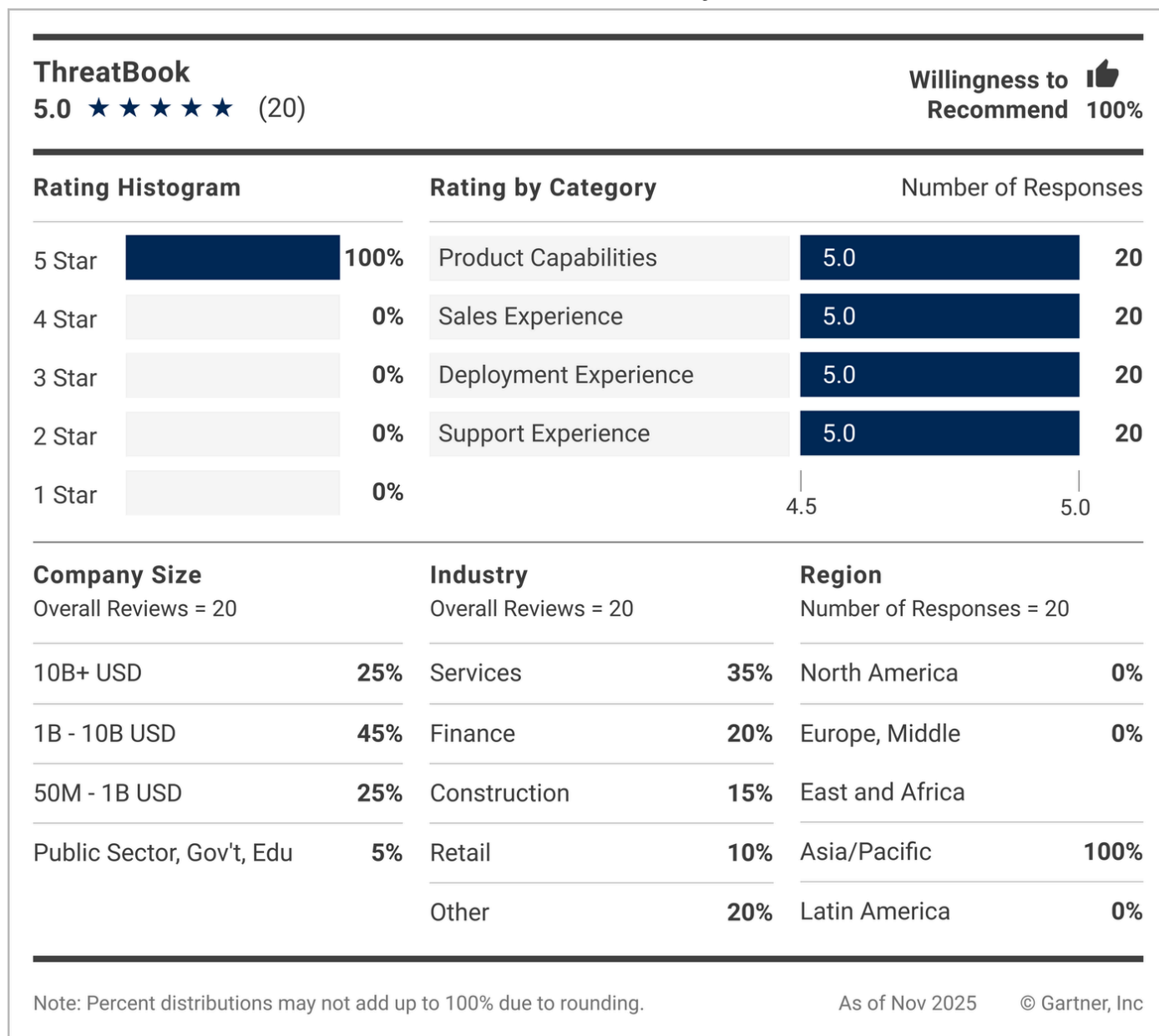
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Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Sophos](#).**Figure 17. Voice of the Customer for Endpoint Protection Platforms, ThreatBook Vendor Summary**



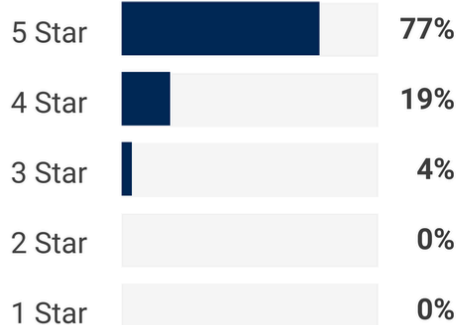
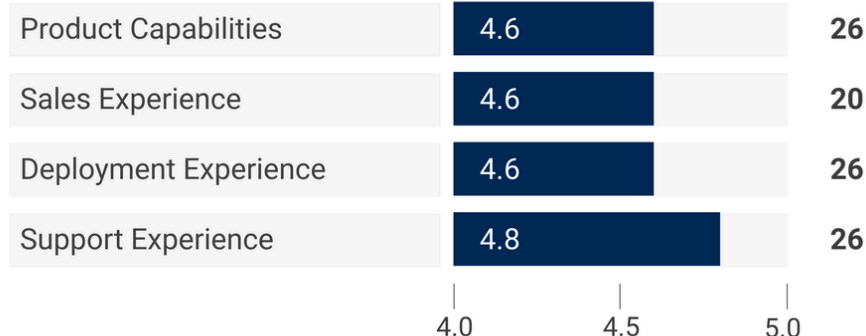
Gartner

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


ThreatLocker

4.7 ★★★★★ (26)

Willingness to
Recommend  92%**Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 26

10B+ USD	4%
1B - 10B USD	8%
50M - 1B USD	77%
Public Sector, Gov't, Edu	12%

Industry

Overall Reviews = 26

Finance	23%
Construction	15%
Manufacturing	15%
Services	15%
Other	31%

Region

Number of Responses = 26

North America	96%
Europe, Middle	0%
East and Africa	
Asia/Pacific	4%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

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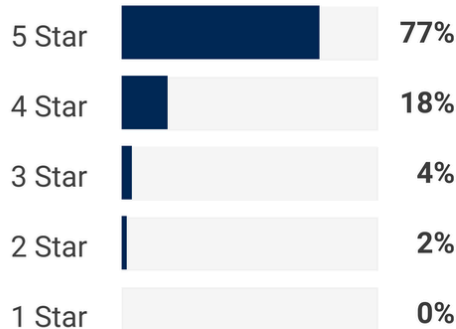
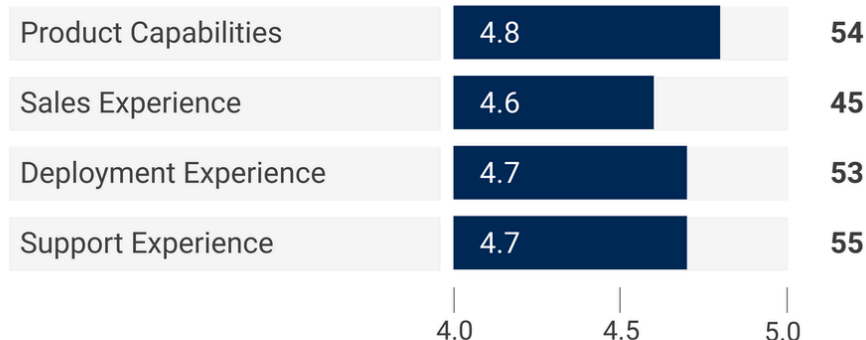
Gartner.

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**

Trellix

4.7 ★★★★★ (56)

Willingness to
Recommend  91%**Rating Histogram****Rating by Category****Company Size**

Overall Reviews = 56

10B+ USD	21%
1B - 10B USD	23%
50M - 1B USD	48%
Public Sector, Gov't, Edu	7%

Industry

Overall Reviews = 56

Finance	29%
Services	25%
Manufacturing	18%
Government	7%
Other	21%

Region

Number of Responses = 56

North America	46%
Europe, Middle	7%
East and Africa	
Asia/Pacific	46%
Latin America	0%

Note: Percent distributions may not add up to 100% due to rounding.

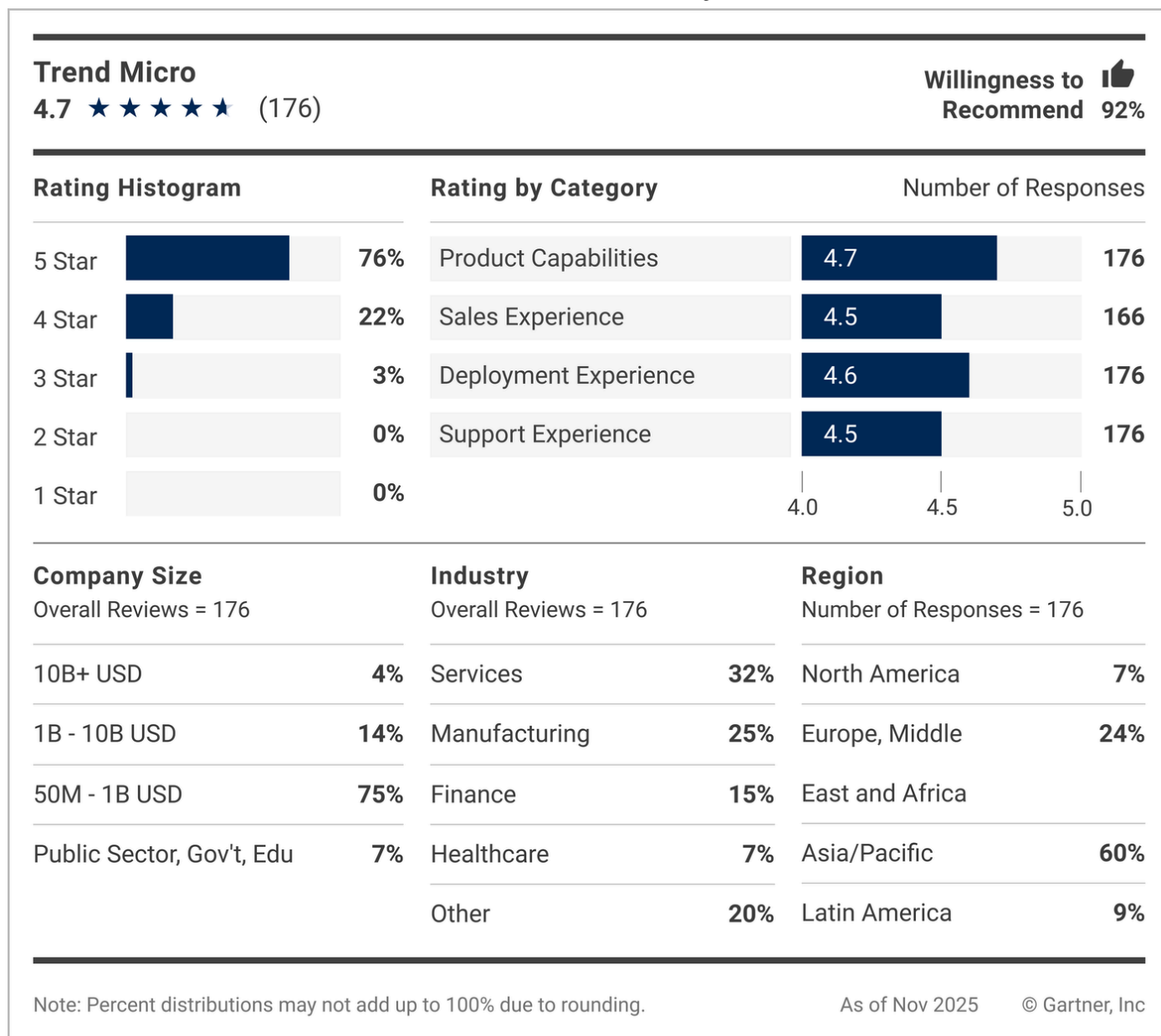
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Source: Gartner (January 2026)

Read all Peer Insights user reviews for [Trellix](#).**Figure 20. Voice of the Customer for Endpoint Protection Platforms, Trend Micro Vendor Summary**



Gartner®

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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