



OVERVIEW

REMOTE ACCESS

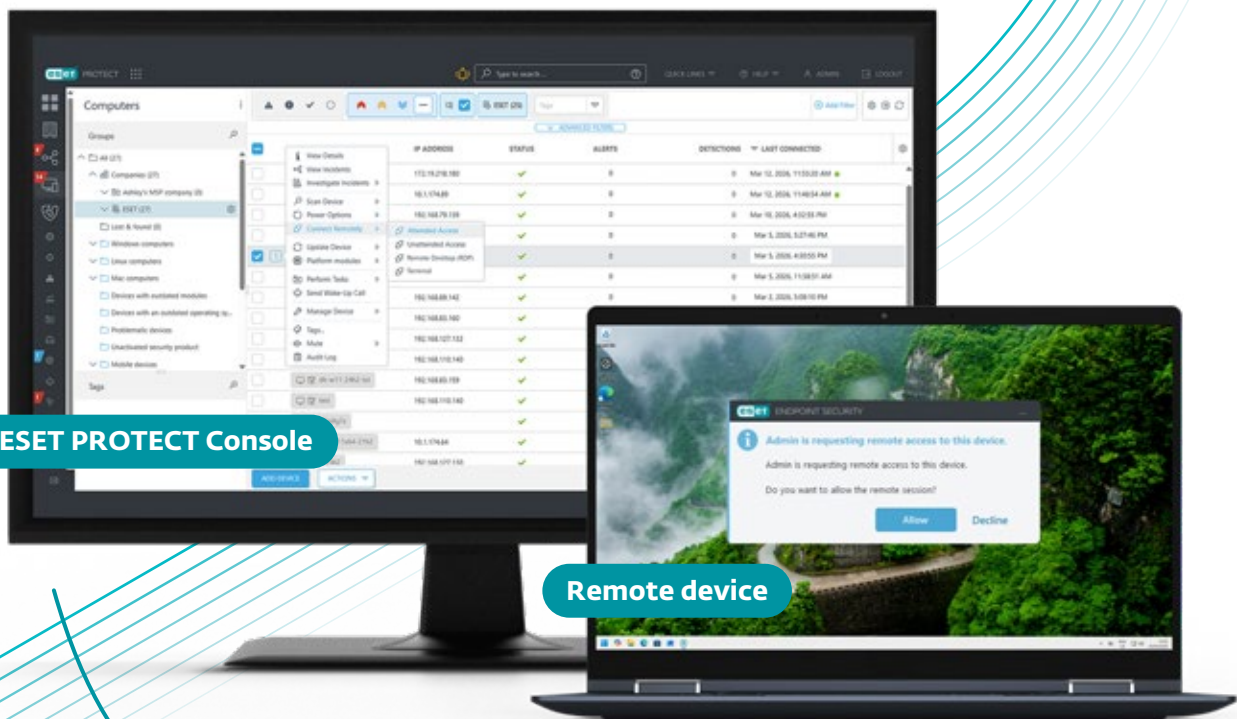
Integrated remote access for effortless
IT and security management

Progress. Protected.

What is ESET Remote Access?

ESET Remote Access provides secure, real-time access to endpoints and servers via ESET PROTECT, simplifying remote support and enabling rapid issue resolution without reliance on third-party solutions.

Being native to the ESET PROTECT ecosystem, the solution streamlines operations by delivering seamless security and remote access management from a single cloud console. Designed with ESET's rigorous security approach at its core, it keeps every session safeguarded while staying simple to use. Reliable connectivity remains available even when the device is isolated from the network via the ESET management console, so support teams can stay connected when it matters most.



Fully integrated with ESET PROTECT, it enables seamless remote access and issue resolution through a single intuitive console without additional tools or agents.

Why unify IT and security management?

Hybrid work and roaming endpoints have made remote access essential, yet many small and medium-sized businesses and emerging MSPs still depend on fragmented tools. Remote access has also become one of the most attractive entry points for attackers. Industry findings show that approximately half of all ransomware incidents now start with weaknesses in remote access pathways such as exposed VPNs, RDP, or tools without MFA. When a remote access tool is compromised, attackers can move quickly, causing financial loss, operational disruption, and reputational damage.

At the same time, complex licensing models, session limits, and non-integrated workflows force small teams to juggle multiple consoles and improvisational workarounds. Supporting online devices not connected via a local network, or isolated during an incident, becomes complicated or even impossible. This can delay incident response and everyday troubleshooting. With tight budgets and rising pressure to consolidate vendors and reduce tool bloat, organizations need affordable, secure, and reliable remote access that is built directly into their existing operations.

Key business challenges to address

- Complex and fragmented IT operations
- Remote access security risks
- Auditing and privacy challenges

Key benefits to gain

✓ SIMPLICITY

Streamline IT and security management, reduce tool sprawl, and resolve issues faster—across both day-to-day support and incident response, via one management console with transparent licensing.

✓ SECURITY

Reduce the attack surface by removing third-party remote access solutions commonly targeted by cybercriminals and relying on ESET's secure-by-design architecture.

✓ AUDITING AND PRIVACY

Gain clear visibility into remote access sessions for effortless auditing while ensuring user privacy and trust in hybrid work environments.

Use Cases

Complex IT and security operations?

PROBLEM

You aim to keep IT operations simple, but managing multiple tools, licenses, and deployments strains small teams. Disconnected systems increase complexity, drive up costs, slow down response times, and add ongoing operational overheads.

SOLUTION

ESET Remote Access simplifies operations through native integration with ESET PROTECT, removing the need for extra agents and tools. A single console speeds up troubleshooting and reduces errors.

Auditing and privacy challenges?

PROBLEM

Remote access tools can lack reliable audit trails. Unclear accountability increases legal risk and makes it harder to balance privacy expectations with effective IT control.

SOLUTION

ESET Remote Access provides an integrated audit log that captures essential session details. Clear user awareness and control support privacy, building trust across hybrid teams and bring-your-own-device (BYOD) environments.

Remote access security risk?

PROBLEM

Hybrid work depends on fast and reliable remote support, but commonly used remote access methods often increase exposure. Internet-facing RDP and misconfigured tools introduce a significant security risk that is difficult to monitor continuously in distributed environments.

SOLUTION

ESET Remote Access enables secure and reliable remote support without expanding the attack surface. It is built to protect access, helping organizations reduce exposure, maintain control, and safely support remote and hybrid environments through a unified security platform.

3 out of 4
high-severity
intrusions abused
legitimate RMM
or remote
access tools*

*Source: ESET MDR telemetry (2025-2026)

Key features

NATIVE TO ESET PROTECT PLATFORM

ESET Remote Access is native to ESET PROTECT Platform and ESET security applications. Manage remote access directly from the cloud-based ESET PROTECT Console for a seamless, unified experience. The intuitive interface and agentless, three-click enablement make setup effortless.

MULTIPLE PARALLEL CONNECTIONS AND SESSIONS

Support fast, efficient troubleshooting with the ability for multiple administrators to work in parallel. Each administrator can run up to ten concurrent remote access sessions, supporting quick issue resolution and smoother operations across distributed teams.

RELIABLE ACCESS DURING ISOLATION

Maintain uninterrupted support even under challenging conditions. ESET Remote Access enables a secure connection when the device is isolated from the network by ESET PROTECT, and also operates smoothly in restricted environments, with communication traffic routed through a secured ESET application, ensuring consistent troubleshooting.

SECURE BY DESIGN

ESET Remote Access is designed with security at its core, removing the need to open RDP (3389) or any other inbound ports to the internet. Instead, all sessions run through outbound, encrypted TLS/DTLS connections and are protected with mandatory MFA during login, short-lived session credentials, and role-based access control so only authorized IT staff can connect.

ATTENDED AND UNATTENDED REMOTE ACCESS

Enable flexible, comprehensive troubleshooting with both attended user sessions and unattended access to endpoints and servers. IT teams can take full control of the mouse, keyboard, running applications, and system settings. Administrators can end the remote session and lock the device. In addition, end users can terminate the remote session at any time.

SIMPLE AUDITING

Effortless auditing is achieved with built-in logging. A simple audit log contains basic information about the session, including who initiated it, how long it took, and which computer was the target. Logs are stored both on the endpoint and in the management console for straightforward compliance review.

SECURE CLIPBOARD SHARING

Safely copy and paste text or images between local and remote devices during a session. The clipboard is automatically cleared at the start and end of each session to ensure secure handling of shared content.

MULTI-MONITOR SUPPORT

Easily switch between multiple screens on the remote device during a session. This makes navigation smoother and helps IT teams work efficiently when supporting users with multi-display setups.

END USER INPUT RESTRICTION

Restrict on-device actions during a remote session by blurring the screen and disabling keyboard and mouse input. This ensures controlled troubleshooting and prevents unintended user interference.

TRANSPARENCY FOR THE SUPPORTED USER

Ensure full visibility and user privacy during attended sessions. End users are required to accept an incoming request to attend and are always made aware of an ongoing session. They can end a session at any time, staying in control. Unattended access is limited to administrator logins—never entering a user's account without their knowledge.

TRY BEFORE YOU BUY

Test our integrated remote access solution within the ESET PROTECT Platform and see how quickly it enables secure, efficient support without extra tools or agents. Experience its simplicity, reliability, and seamless management. Contact our experts to request a free trial of ESET Remote Access in addition to your ESET PROTECT subscription.

Availability:

ESET Remote Access is available to customers with an active ESET PROTECT subscription and operates in conjunction with ESET endpoint security and server security applications.

This is ESET

Cybersecurity built for confidence and control

ESET provides purpose-built cybersecurity that empowers organizations and individuals to achieve digital independence in an increasingly AI-driven world.

Headquartered in the European Union and privately owned, ESET develops proprietary AI-powered cybersecurity technologies and sovereign AI models engineered to protect the digital ecosystem and AI infrastructure.

Every solution ESET builds is shaped by more than 35 years of cybersecurity expertise, bringing human experience, judgment and values to every decision. Combined with a proactive, prevention-first approach, ESET protects against conventional and AI cyberthreats. Grounded in scientific rigor and powered by 11 global R&D centers, ESET continuously advances research and innovation to deliver cybersecurity that is effortless and always under expert oversight. Its technologies are consistently validated by leading independent testing organizations.

ESET protects millions of users and organizations across 178 countries. Guided by a commitment to responsible AI and customer trust, ESET protects the progress that technology enables.

ESET IN NUMBERS

1bn+

protected internet users

500k+

business customers

178

countries

11

global R&D centers

SOME OF OUR CUSTOMERS



protected by ESET since 2017
more than 9,500 devices



protected by ESET since 2019
1,200 devices & 2,700 mailboxes

Canon

Canon Marketing Japan Group

protected by ESET since 2016
more than 23,000 devices



ISP security partner since 2008
2 million customer base

RECOGNITION



Winner of the **Best Enterprise Endpoint**
and **Best Small Business Endpoint**
awards at the SE LABS Awards 2025



Named a **Customers' Choice** in Gartner®
Peer Insights™ **"Voice of the Customer"**
Endpoint Protection Platforms report 2026

FROST & SULLIVAN

Named a **Leader** in Frost Radar: Endpoint
Security 2025, demonstrating excellence
in growth & innovation

Gartner and Peer Insights™ are trademarks of Gartner, Inc. and/or its affiliates. All rights reserved. Gartner Peer Insights content consists of the opinions of individual end users based on their own experiences, and should not be construed as statements of fact, nor do they represent the views of Gartner or its affiliates. Gartner does not endorse any vendor, product or service depicted in this content nor makes any warranties, expressed or implied, with respect to this content, about its accuracy or completeness, including any warranties of merchantability or fitness for a particular purpose.