

Managed Service Provider Offers SMBs Enterprise-Class Security

Trend Micro™ Worry-Free™ Business Security Solutions deliver state-of-the-art scan engine; keep deployment and management easy.

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- **Thomas Eisenmenger, Customer Service Manager,**
SOL4, Vienna, Austria

EXECUTIVE SUMMARY

Customer Name: SOL4 IT-Consulting GmbH
Industry: Technology Solutions and Managed Services Provider

Location: Vienna, Austria

Web site: www.sol4.at

Customers: 150 businesses; approximately 7,500 users

CHALLENGE:

- Provide services that give small and medium businesses (SMBs) the same or better protection than big businesses
- Offer security that does not distract customers' workforce from their primary business tasks
- Minimize the time required to deploy and manage security, to keep managed services affordable for SMBs
- Centralize support, with visibility over security for the entire installed base

SOLUTION:

- Trend Micro Worry-Free Business Security Advanced and Standard
- Trend Micro™ Worry-Free™ Business Security Services for customers without on-site servers
- Trend Micro™ Worry-Free™ Remote Manager

BUSINESS RESULTS:

- Allows customers to focus on their business, not IT security with a comprehensive security feature set that can be deployed across all customer sites
- Ease of deployment and management with cloud-based global threat intelligence for proactive security
- Excellent performance and resource utilization for security, with minimal impact on customer applications to enhance productivity
- Increased confidence in service provider, in terms of comprehensive security features and remote management capabilities, issue resolution, and future directions for small business portfolio

Challenge

The customer support team at SOL4 tried out many different security solutions over several years. Most did not meet their requirements, which include ease of deployment and manageability as well as attractive pricing for small and medium business customers.

“We had no luck with the other security vendors, and we had no confidence in their technology or their commitment to our business,” said Thomas Eisenmenger, customer service manager at SOL4. “They gave us the impression that small and medium businesses are not that interesting to them. Their opinions showed when it came to things like the speed of fixing problems.”

SOL4 also faced the challenge of a more conservative base of business customers in Austria. The bigger companies tend to have their own IT department, leaving the managed services market vying for the smaller customer sites. These companies typically do not want to deal with technology—they just want to remain focused on their businesses—but they can be more cost sensitive.

Solution

The frustrations with the other vendors resulted in a trial of Trend Micro Worry-Free Business Security, which is offered as a software solution or as a hosted security service—whichever fits the needs of the customer best.

“Right away, we liked Trend Micro's approach,” said Mr. Eisenmenger. “The small business solution was very easy to control and manage. Plus, if we have a customer without a server, we can use the hosted version for them, Worry-Free Business Security Services.”

“The Trend Micro solutions let us deploy the best product for each customer and manage everyone's environments from a single management console, Trend Micro™ Worry-Free Remote Manager. This meets the objectives on both sides—an affordable managed security solution for the SMB customer, and an efficiently managed solution for the service provider.”

The IT service provider recently participated in the beta testing of the newest version of Worry-Free Business Security. Besides deploying it on one of their in-house systems, they upgraded two servers and 15 clients at two different customer sites. The servers were running both VMware and Hyper-V virtualization platforms, and beta testing was also carried out for Windows 8 and Windows Server 2012.

“The beta release of Worry-Free Business Security 8.0 software speeds up the scans and also lowers the overhead for security,” said Mr. Eisenmenger.

“The new scan engine seems quite intelligent, especially in terms of how it efficiently consumes resources. For example, if Worry-Free Business Security starts scanning while a system is idle, and then we start an application that needs a lot of memory and CPU, the scanning almost immediately frees up the PC. We don’t observe any lag, and the application works just fine. Security is much more in the background now.”

Results

The performance improvements, while appreciated, are not as important to SOL4 as the ease of management.

“New, state-of-the-art scanning technology is good to have,” said Mr. Eisenmenger. “However, I am happy to see that Trend Micro didn’t change the other Worry-Free Business Security features too much. There should be minimum impact to upgrade our customers.

“At the end of the day, our business is about managing clients and getting feedback and reports to them, setting up groups and configuring security for each customer. This is Trend Micro’s biggest strength—Worry-Free Business Security makes it easy to manage small businesses—and this is still the case in the latest release.”

And SOL4 also came back to vendor focus on their particular market segment.

“Trend Micro takes small businesses and service providers like us seriously,” said Mr. Eisenmenger. “When new versions and releases come out, I’m confident they will work. I didn’t have that confidence with other security vendors. And if a problem does arise, we know that Trend Micro will do something about it. This is why we have stayed with Trend Micro—I am loyal to Trend Micro the company and to the product.

“The future also looks very promising, in terms of Trend Micro’s directions for Worry-Free security. Recent releases have addressed mobility, device control, and other security issues that concern small and medium businesses. Just because a business is small doesn’t mean that they need less security than big businesses. Small business doesn’t mean smaller needs—smaller businesses can usually move faster and can uncover technology issues sooner. Trend Micro understands this and puts priority on security solutions for small and medium businesses.”

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DEPLOYMENT ENVIRONMENT

Small and medium businesses (2 to 500 computers; some with no servers; no in-house IT)

Trend Micro™ Worry-Free™ Business Security 8.0

Trend Micro™ Worry-Free™ Business Security Services

Trend Micro™ Worry-Free™ Remote Manager

Company Profile

Any business that wants to succeed in the 21st century thinks carefully about capital expenditures. However, so much depends on having the right information at the right time at the right place. Since 2001, SOL4 has helped bring order to the flow of information within companies and organizations. What does this mean for each customer? SOL4 helps analyze processes and then streamline and secure information channels appropriately. Whether related to a customer, project, or product, the SOL4 portfolio of services makes sure that information makes it to the right people. You can depend on it—SOL4 maximizes your return on information.

Trend Micro Products

- **Trend Micro Worry-Free Business Security**
<http://www.trendmicro.com/us/small-business/product-security/worry-free-standard/index.html>
- **Trend Micro Worry-Free Business Security Services**
<http://www.trendmicro.com/us/small-business/product-security/worry-free-services/index.html>
- **Trend Micro Worry-Free Remote Manager**
<http://www.trendmicro.com/us/partners/worry-free-remote-manager/index.html>



Securing Your Journey to the Cloud

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