



Jorg Kaelin

Head of Infrastructure Services at RIZ AG

Centralized visibility and consolidated insights make vulnerability management easy and fast

November 13, 2025

What is our primary use case?

We started with the antivirus solution, Trend Vision One Endpoint Security, after switching from Sophos. Initially, our focus was antivirus, but later we expanded to include multiple Trend Vision One products: XDR for Networks, Managed SOC, and Cloud Endpoint Security.

Our deployment covers endpoints, network sensors, and integrations with Active Directory and Microsoft. We use virtual sensors for full network visibility and maintain a hybrid environment with both private and Azure cloud infrastructure.

How has it helped my organization?

Our customers are mainly in the public sector—municipalities, cities, healthcare, and retirement homes—so ransomware is a major concern. Trend Vision One provides tools to fend off attacks and allows us to use virtual patching to quickly close vulnerabilities without waiting for traditional patches.

Trend Vision One has significantly enhanced our visibility into vulnerabilities and security incidents. Unlike Sophos, which only offered basic antivirus protection, Trend Vision One provides comprehensive insight into user behavior, dark web login monitoring, and open vulnerabilities.

We can now see everything from a single platform, which simplifies security operations and reduces complexity. It also allows for real-time risk management linked to live data, enabling continuous improvement rather than periodic reviews.

The Swiss Trend Vision One team supported us closely in refining our cybersecurity processes, leading to substantial overall progress and reduced cyber risk across the organization.

What is most valuable?

The rollout was quick thanks to the cloud-based infrastructure of Trend Vision One Complete, which eliminated the need for additional hardware. The central visibility of the platform is particularly valuable: users can log in and immediately identify areas of high risk. The unified dashboard highlights vulnerable areas at a glance, streamlining remediation.

Attack Surface Risk Management (ASRM) is also a key feature, helping prioritize assets based on criticality and data sensitivity. For instance, devices holding high-value data receive more attention in risk scoring.

The platform's ability to provide insights across multiple protection layers helps us address vulnerabilities quickly and efficiently. The system's simplicity and consolidated data have also made managing risks far more effective than before.

What needs improvement?

The main area of improvement lies in the Workbench interface. When investigating alerts, users often have to navigate through multiple windows and tabs to gather all relevant information. Consolidating case details into a single, more intuitive view would streamline investigations and save time. Otherwise, the solution's functionality is well-balanced.

For how long have I used the solution?

We've had the solution for a little more than two years.

What do I think about the stability of the solution?

The solution's stability is excellent. We have not experienced any issues or downtime since implementation.

What do I think about the scalability of the solution?

Scalability has been strong. We began with server deployments and are now rolling out to 2,200 client devices. The process has been seamless, requiring minimal additional configuration.

How are customer service and support?

We have had an excellent experience with Trend Vision One's customer and technical support. The Swiss Trend Vision One team provides consistent, personalized assistance, with dedicated contacts who understand our setup well.

They have been very responsive, and we even have an ongoing relationship with them beyond technical support. Overall, I would rate the service a nine out of ten for professionalism, consistency, and expertise.

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

Our previous solution was Sophos Endpoint Protection, which reached end-of-life. We evaluated multiple vendors, including Sophos's new offerings, but Trend Vision One stood out due to its platform capabilities, the SOC integration potential, and especially the excellent support from the Swiss Trend Vision One team.

The switch was smooth, and Trend Vision One's modern detection capabilities and compatibility with both legacy and modern systems were major advantages over Sophos's on-premises, outdated setup.

How was the initial setup?

There were no major deployment issues. The initial rollout was phased, starting with servers before moving to clients. Trend Vision One Switzerland supported the implementation directly, ensuring smooth execution.

The initial setup was straightforward. We rolled out the solution to around 1,000 on-premises data center servers over two to three months. The process was divided into test, review, and full rollout phases, which helped minimize issues. The overall setup was simple and efficient, especially for the scale of deployment.

What about the implementation team?

Implementation was handled internally by two people: myself and one team member. We managed all phases from planning and clarification to deployment.

Trend Vision One Switzerland provided close technical guidance during the process, and later, the service provider Pingas in Germany assisted with SOC integration. Our ongoing maintenance involves eight people from our team, although the Trend Vision One solution itself requires little upkeep.

What was our ROI?

Return on investment was not a primary goal. We offer managed services to our clients, with antivirus protection included as part of the package rather than a separate revenue stream. The investment was made to ensure robust cybersecurity and operational reliability. However, we plan to expand some of these services to external customers to achieve a return in the future.

What's my experience with pricing, setup cost, and licensing?

We have an Enterprise Agreement with Trend Vision One, a six-year strategic partnership covering a defined consumption volume. Pricing is considered fair for the range of functions included. It's neither excessively high nor low, and overall, it aligns well with the value provided.

Which other solutions did I evaluate?

We evaluated multiple alternatives, including Sophos's updated solutions, but Trend Vision One prevailed due to its modular service structure, modern platform design, and strong support from the Swiss Trend Vision One team.

What other advice do I have?

I would recommend others to evaluate this solution, especially with the support of a trusted partner during the introduction phase. Having expert guidance early on helps with configuration and understanding the platform's capabilities. Trend Vision One also consolidates vendor management effectively, reducing the need for multiple partners.

I would rate Trend Vision One a nine out of ten.

About PeerSpot

PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944