Datasheet

Trend Vision One™ Services: Support and Premium Support

Expert assistance to accelerate your proactive security journey

Manage solutions and risk with our comprehensive support

The threat landscape has become increasingly complex, but this shouldn't be the case for your cybersecurity strategy. Hit the ground running in your proactive security journey with Trend Vision One™ Services. Our dedicated expert support system is designed to help you get the most out of Trend Vision One™, our AI-powered enterprise cybersecurity platform.

Our support teams are right there with you—and always ahead of your adversaries. These technical experts are highly knowledgeable on the latest sophisticated threats, ensuring your issues are always addressed. Connect with us to help maximize your security stance, minimize threats, and free up your valuable IT resources for other critical functions.

Critical issue support whenever or wherever you need it

Leverage our around-the-clock technical support for urgent issues, included with your active maintenance agreement. Alternatively, for non-critical issues and inquiries, feel free to connect with us during our regular business hours. We're happy to assist. For additional details, consult our document on global severity level definitions and target initial response times.

Personalized expert assistance

From our Premium Support tier and up, we'll connect you with your own personal technical account manager (TAM). They'll provide expert guidance designed to elevate your security posture while also assisting with any urgent issues.

Key benefits

- Resolve security issues quickly and effectively
- Access technical support whenever or wherever it's needed
- Empower your IT staff with advanced support services
- Optimize your return on investment (ROI) with expert solution insights

Trend's support staff is incredibly responsive and knowledgeable. I don't have to worry about going through different hoops or trying to teach the support person how the product works.

Robert Miller
Vice President,
Corporate Security, Sierra-Cedar

What you can expect from Services	Support tiers			
	Standard Support	Premium Support Program	Diamond Support Program*	Trend Micro™ TippingPoint™ Support Programs
Phone support	✓	✓	✓	✓
Phone and web-based support channels	✓	✓	✓	✓
24/7 phone and support portal case submission	✓	✓	✓	✓
Solution updates and upgrades, and Trend Micro™ Digital Vaccine™ for TippingPoint	✓	✓	✓	✓
Onboarding service		✓	✓	Platinum Only
Access to technical support engineers	✓	✓	✓	✓
Suspicious file analysis	✓	✓	✓	
Installation and upgrade support	✓	✓	✓	✓
Assignment of own TAM		1:Many	1:1	Platinum only
Priority case handling		✓	✓	Platinum only
TippingPoint hardware RMA				NBD shipment
Advanced implementation services				Platinum only
Advanced TippingPoint training				Platinum only
Account management		✓	✓	Platinum only
Periodic health checks and security assessments		✓	✓	Platinum only
Scheduled status meetings		✓	✓	Platinum only
Periodic reports		✓	✓	Platinum only
Onsite visits*		✓ Annual meeting	✓ Quarterly meeting	Platinum only; Annual meeting
Custom Digital Vaccine™ filters– up to five per year				Platinum only
Onsite cold spares: Up to six IPS units and one SMS unit				Platinum only
Number of regions	1	1	1	1
Additional region(s) and language(s)		Option to purchase	Option to purchase	
Access to on-demand training, knowledge base, and best practices	✓	✓	✓	✓
Suitable for global and large enterprises		✓	✓	✓

*Subject to regional availability.

24/7 support services

Expert, knowledgeable help for your business

Our 24/7 support includes access to our technical support engineers, a highly trained cadre of former system administrators, network and data center engineers, and service consultants. These professionals have several years of experience dealing with daily security challenges. They also possess deep insight and security expertise, access to the Trend Micro global technical ecosystem, and tools that help address security concerns including content, data center, and risk management.

Premium Support program

Elevate your security posture with professional guidance

Designed specifically for enterprises and very large enterprise organizations, our Premium Support Program enables access to expert resources, empowering you with the personalized solutions you need to stay protected. Your own TAM will help you implement your security in the way that is most effective for your business. These individuals are thoroughly trained to provide focused guidance on threat response, planning, preparedness, and solution optimization. They focus on your environment, business processes, and security posture to ensure you receive the highest return on your security investment. They are your champions inside Trend who map our solutions to your business and security requirements and bring in specialists as needed.

Diamond Premium Support program

Maximum value, maximum protection

Diamond Premium Support delivers our most comprehensive expert assistance, offering the highest level of personalized service and operational alignment. In addition to all Premium Support features, this tier includes a dedicated TAM, weekly status calls, and quarterly onsite visits to keep your security posture strong and responsive. With the optional resident onsite TAM add-on, you can leverage daily in-person guidance to address your most complex challenges, ensuring fast resolution and strategic alignment with your IT goals. Diamond Premium Support empowers your organization with expert-led collaboration, maximum uptime, and the opportunity to get the most value out of your investment. This tier is available remotely, onsite, or in a hybrid format, depending on your needs.

Trend Micro™ TippingPoint™ Premium and Platinum Support programs

Expert access, exceptional coverage

For TippingPoint customers, Premium Support provides hardware and software services that help you increase the availability, reliability, and security of your network. Our Platinum Support tier delivers the highest level of service, featuring a dedicated technical account team, one-hour response times, and personalized support. Platinum Support also includes 10 days of advanced implementation services, onsite reviews, custom Digital Vaccine filters, and cold or hot spares to help you maximize uptime. This proactive, expert-led service ensures peak performance and seamless operations in complex environments.

Trained for immediacy and meeting your proactive security needs

Our technical support engineers stay on top of the ever-evolving threat landscape. They dedicate at least 25% of their time to:

- Developing their knowledge base
- Training, both internally and externally
- Completing hands-on solution-readiness exercises
- Researching the latest cyber threats

These experts are trained to deal with today's IT challenges including consumerization, cloud and data center modernization, and targeted attack prevention.

"The history of successful collaboration makes Premium Support a budget priority for us, with a proven return on investment in the form of improved security and time savings for our in-house staff.

Chris Brown
Security Analyst,
WakeMed Health & Hospitals

Trend Service One™ Complete

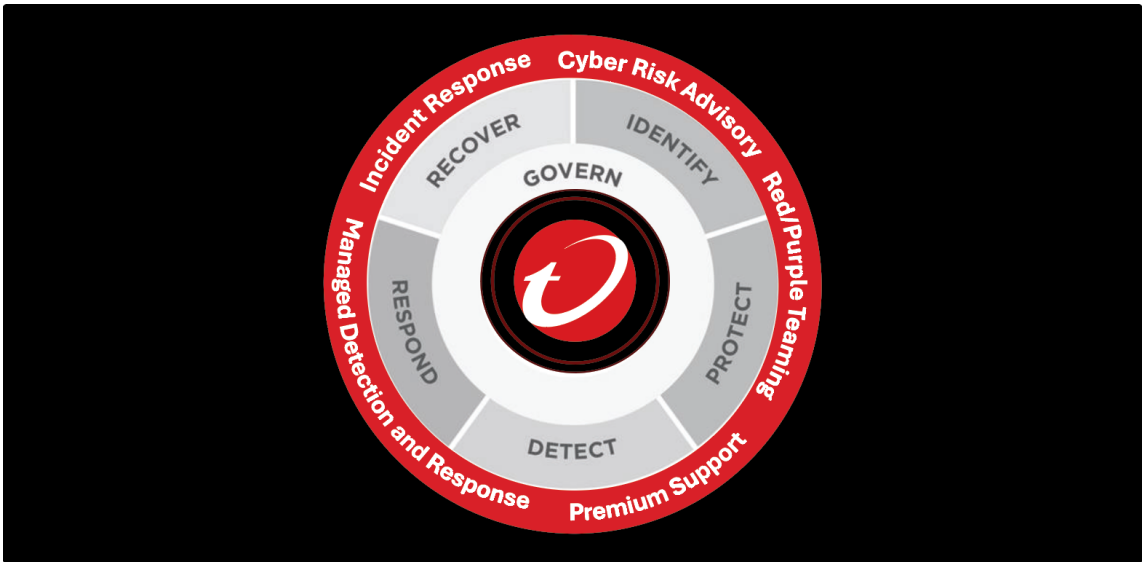
Trend Service One Complete, our flagship offering, encompasses a comprehensive range of services suited to each phase of your organization's cybersecurity lifecycle. These include managed detection and response (MDR), incident response, and Premium Support components, helping you extend your team, maximize effectiveness and skills, and detect and respond to threats faster. This can be combined with Diamond Premium Support, subject to availability as above.

Read more about our service packages on our Trend Service One web page.

Leverage our Services to:

- Achieve optimized solution implementation for the best possible protection
- Get real-time advice on current security threats and risks, helping you avoid security breaches
- Receive periodic security posture health checks to ensure ongoing protection against data loss and business interruption
- Consult with our experts on your security issues, helping to save time, cost, and resources
- Access an annual security planning meeting to get the most out of solutions, address areas of concern, and prioritize security investments based on your needs

Figure 1: Trend Vision One Services overview



Explore our additional Services

Learn more at trendmicro.com/en_us/business/services