In-depth Customized Services for Securing Today’s Networks

Trend Micro™ TippingPoint® Platinum Support
Trend Micro TippingPoint Platinum Support provides customers with a higher level of support.

Dedicated Account Support
Dedicated account support (DAS) is a service offered only to Trend Micro TippingPoint Platinum Support customers. The customer is assigned a team of account consulting engineers (ACEs) from our Professional Services Organization. The DAS team responsibilities include:

• Providing one-hour response or as soon as possible call back, and email up to customer-designated points of contact
• Maintaining up-to-date knowledge regarding the customer’s network or security infrastructure and Trend Micro TippingPoint deployments
• Providing onsite troubleshooting, diagnostics, and escalation as required
• Performing up to two onsite security deployment reviews per year that must be used during the 12-month term or the renewal term with no carry forward option to use in following years
• Reviewing, escalating, and reporting status as necessary on any technical assistance center (TAC) support calls or service requests from the customer
• Holding weekly conference calls to discuss open issues, upcoming plans, and others

The DAS team consists of a primary ACE and two backup ACEs. The backup ACEs are equally qualified and knowledgeable on the customer’s environment as the primary ACE and are available to provide support if the primary ACE is unable to do so.

Onsite Advanced Training
The Platinum Support program provides for one customer onsite training class for up to 12 students per year, which must be used during the calendar year with no carry forward option for use in another calendar year. Trend Micro uses its Advanced Technical Security Products Training Course as the basis for a class customized to the customer’s specific needs.

Advanced Implementation Services
The Platinum Support program includes ten (10) days of Advanced Implementation Services (AIS), which must be used during the calendar year and cannot be carried forward for use in another year. Trend Micro recognizes that customer environments and requirements are dynamic. In order to address the specific environment, Platinum Support may be used in a variety of ways:

• Configuration and deployment of additional Trend Micro TippingPoint devices
• Integration with third-party systems
• Custom reporting
• Custom scripting for third-party network management and sales information management (SIM) vendors, for example, using the Security Management System (SMS) application programming interface (API)
• Custom SMS quarantine script development
• New release migration planning and execution

These services may be delivered either at the customer’s location or remotely, depending on the needs of the specific project.

Onsite Cold Spares
Trend Micro can provide up to six intrusion prevention system (IPS) units and one SMS unit as cold spares. These cold spare units are to be used to meet time-sensitive hardware replacement service-level agreements (SLAs) that are outside the available in-geography next business day to multi-business-day SLAs.

Trend Micro and the customer should agree as to the unit models, interface configurations, and physical location.
Lighthouse or Hot Spare Kit

Trend Micro provides an IPS unit to be deployed in our “Lighthouse” configuration. Using optical taps, this unit stands in parallel to the active customer-deployed IPS and “sees” all the production network traffic associated with its segments. This traffic is only a mirror copy and is only sent to the passive inline IPS that is part of the Lighthouse Kit. Using the Lighthouse IPS, Trend Micro and the customer are capable of testing new Digital Vaccines (DVs), Trend Micro TippingPoint Operating System (TOS) software, or profile changes to existing software releases without impacting the customer network.

Another key benefit to the customer is that the Lighthouse unit is essentially a “hot” spare. If the inline units were to fail, the customer can quickly place the Lighthouse unit into service by connecting the remaining fibers.

Custom Digital Vaccine®

Customers will have varying filter requirements. These requirements can be driven by legacy applications, unique network architectures or systems deployments, and internal security policies. Trend Micro researches, develops, tests, and delivers up to five custom DV filters per year based on customer specification. These may be delivered as part of the biweekly DV or as a separate DV toolkit package.

General Terms and Conditions

Platinum Support is provided in addition to the maintenance purchased as part of the Premium Support maintenance plan.

Under DAS, the one-hour response time or as soon as possible response is measured from when the customer first calls or emails the designated point of contact until the ACE, either primary or secondary, returns the call (or email) acknowledging the call or email. This service is to supplement, not replace, the normal TAC support for “typical” issues—password reset, common usage questions, and others.

If AIS are to be performed at the customer’s location, then each trip will consist of a minimum of five days of AIS time.

The customer will execute the standard Lighthouse agreement as part of the Platinum Support agreement unless regulatory privacy measures prevent access by Trend Micro via remote VPN; in such cases, the Lighthouse Kit is installed and referred to as a Hot Spare Kit, with customer-only access activated to the kit.

Platinum Support offering summary

- DAS
- Onsite advanced training
- Onsite AIS
- Onsite cold spares and Lighthouse or Hot Spare Kit
- Custom DV filters
- Premium Support, which includes:
  - Software updates: DV, TOS, and SMS
  - TAC support for common questions and non-critical issues: 24x7x365 phone support and four-hour email support

Learn more at:
trendmicro.com/us/business/network-security