

Premier European IT Company Delivers Secure Managed Services with Trend Micro™ xSP Partner Solutions

TeleComputing provides managed services to almost 700 business customers in the Nordic region. Delivering complete IT services challenges the professionals at TeleComputing to select and deploy the best possible technology while achieving profitable operations. The company partners with Trend Micro to build in protection from security threats that would otherwise disrupt customers and consume valuable IT resources.



BUILDING IN PROTECTION FOR MANAGED SERVICES

“We test Trend Micro security and other solutions regularly. We stay with Trend Micro because the company takes us seriously as a customer. The xSP Business Development team is dedicated and professional, and the Trend Micro solution for xSP partners is in our opinion the best on the market. We are very pleased with Trend Micro.”

— Helge Norman Nilsen,
Chief Security Officer (CSO)
TeleComputing

In the late 1990s, TeleComputing pioneered the application service provider (ASP) market in Europe, and today has built a client base that includes more than 680 companies. More than 30,000 users in these businesses depend on the provider's managed services for a full range of infrastructure capabilities. Since its inception in 1997, TeleComputing has chosen Trend Micro security solutions to block threats that would otherwise disrupt day-to-day operations that span three countries.

Trend Micro™ xSP Partner Solutions give TeleComputing a combination of layered security solutions and technical support tailored to fit their business model. “We test Trend Micro security and other solutions regularly,” said Helge Norman Nilsen, chief security officer for TeleComputing. “We send out an RFQ to the major security vendors and we evaluate each of these vendor's products, service, and price. We stay with Trend Micro



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KEY BENEFITS

- **Customized solution.** Tailored, multilayer security and Premium Support services provide best-in-market total solution.
- **Intelligent protection.** Comprehensive security solutions provide superior multi-threat protection.
- **Cost-efficient operations.** Ease of deployment and management plus low processing overhead contribute to profitable managed services.
- **Proactive support.** 24x7 access to security experts keeps them ahead of evolving threats.

BLOCKING THREATS AT MULTIPLE POINTS IN THE NETWORK

Trend Micro™ xSP Partner Solutions provide protection from email, Web, and blended threats, and extend to all 4500 servers in the TeleComputing data centers as well as the customer sites covered by managed services. The Trend Micro enterprise solutions also allow TeleComputing to resell security solutions, such as Trend Micro™ OfficeScan™ Client/Server Edition, for protecting desktops, laptops and network servers deployed by

its clients. TeleComputing monitors all of the security solutions and provides monthly reports to clients that help demonstrate the superior protection provided across its network infrastructures.

“Not once has one of our clients ever been infected by a virus,” said Helge. “Our reports show that we stopped 4.7 million virus attacks in 2006, and this success rate is another reason we stay with Trend Micro. With Trend Micro xSP Partner Solutions, attacks do not result in any damage or impact for our clients.”

OPERATIONAL EFFICIENCIES

Trend Micro solutions extend protection without putting a burden on the servers. TeleComputing’s tests show that Trend Micro security solutions use 15% less processing power compared to other solutions. Since computation power is one of the company’s chief commodities, the Trend Micro solutions are more cost-effective for TeleComputing.

Besides efficiently using computation resources, xSP Partner Solutions give TeleComputing other cost advantages. The security solutions are easy to install and configure. “We’ve found that the Trend Micro xSP Partner Solutions are actually quite easy,” said Helge. “The server solutions install with the click of a button. The client solutions have been adapted to fit in our unique secure Web environment, such that users can login and download the software on their own.” The straightforward delivery model reduces costs for TeleComputing, saving time while giving customers instant self-service options that raise satisfaction levels.

For managing day-to-day operations, Trend Micro security also contributes to a healthy profit margin. “Our customer base includes more than 30,000 users, but we spend less than one hour per month handling calls about security,” said Helge. “There are no hassles with Trend Micro enterprise security solutions. It doesn’t take any time to support them—they just run. We have absolutely no problems at all.”

All of the Trend Micro security solutions deployed by TeleComputing are centrally managed with Trend Micro Control Manager™ through a single web console.

AN EFFECTIVE PARTNERSHIP

The xSP Partner Solutions include Trend Micro™ Premium Support, which has been tailored to the TeleComputing business model. A designated Technical Account Manager (TAM) helps TeleComputing get fast answers to security questions, and helps them stay informed about evolving trends, new systems and products, and technology developments. “Trend Micro is good at sending us information, and they share with us in an open way,” said Helge. “One of the best support agreements we have here is with Trend Micro. In terms of both technical support and regular proactive meetings, we feel we get exceptional service as part of our Trend Micro xSP Partner Solution.”

CORPORATE PROFILE

TeleComputing
Billingstad, Norway

The TeleComputing Group consists of TeleComputing and Kentor. TeleComputing is focused on IT operations and outsourcing. The system integrator subsidiary, Kentor, offers qualified sector and business specialists, system development, and IT consultancy. The TeleComputing group is a fast growing provider of complete IT services in the Nordic marketplace, delivering market leading IT solutions including IT on demand and related Software as a Service (SaaS) offerings. TeleComputing was one of the first IT companies in Europe with an ASP service offering, and is still named as one of the few top-ranked ASP companies outside the USA.

- **Industry/Vertical** IT Services, Managed Services
- **Employees** 680 in 3 countries
- **Infrastructure** 9 data centers; 680 customers; 30,000 users
- www.telecomputing.no

TREND MICRO PRODUCTS

- **Trend Micro xSP Partner Solutions**
<http://us.trendmicro.com/us/partners/x-Service-Providers/>
- **Trend Micro Enterprise Messaging Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/messaging-security/index.html>
- **Trend Micro Enterprise Endpoint Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/endpoint-security/>
- **Trend Micro Enterprise Web Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/web-security/>
- **Trend Micro Enterprise Network Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/network-security/index.html>
- **Trend Micro Premium Support Services**
<http://us.trendmicro.com/us/products/enterprise/premium-support/index.html>



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