

BT Global Services Build on Trend Micro™ xSP Partner Solutions to Deliver Robust, Secure Managed Services

The professionals at BT Global Services specialise in high-performance networking, applications management, outsourcing and managed services, and business transformation. Working closely with multi-site corporate customers, the enterprise strives to be the partner of choice for comprehensive, secure solutions.



MANAGED SERVICES ON A GLOBAL-SCALE

“The support we receive from Trend Micro goes beyond standard agreements. It is essential for a rapid response to our most demanding customers. Trend Micro™ xSP Partner Solutions demonstrate that Trend Micro understands our business and requirements.”

— Kees Plas,
BT Global Services Head of
Security Practice Benelux

As an expert and industry leader in business communications, BT Global Services understands the importance of quality products and services for its customers. More than 10,000 multi-site organisations, including 3,400 multinational companies, put their communication requirements into the hands of BT. The company's global services provider, BT Global Services, helps those businesses manage the communication services and solutions required to support their business models. BT Global Services deploys and manages networks and data centers that host managed services for its enterprise customers.

According to BT Global Services, Web threats are growing exponentially, while businesses are becoming increasingly reliant on the Web for core operations. “Large enterprises turn to us for security consultancy and solutions,” said Kees Plas, BT Global Services Head of Security Practice Benelux. “This is why we have developed dedicated managed services that offer our customers best-of-breed security solutions.”



KEY BENEFITS

- **Solutions tailored for service providers.** xSP Partner Solutions combine technology and support to maximize the successful delivery of managed services.
- **Customizable protection services.** Extensive enterprise offerings enable robust, flexible solutions tailored for each customer.
- **Intelligent threat protection.** Integrated, centrally managed solutions block known and unknown threats including viruses, spyware, spam, phishing, and inappropriate content.

A TAILORED APPROACH TO PROTECTION SERVICES

Years ago, BT Global Services thoroughly assessed the leading enterprise security providers and made the decision to recommend and deploy Trend Micro antivirus and anti-spam solutions. Today, it offers its customers the complete range of Trend Micro Internet and content security solutions:

- Endpoint security for servers
- Network security to catch and remediate threats before they penetrate network systems
- Messaging security to protect messaging and collaboration platforms and applications
- Web security to block attacks originating on the Internet
- Centralised management and monitoring solutions

Trend Micro's security solutions integrate comprehensive threat management into BT's worldwide network and data centers. This allows the team to tailor a security solution for each customer's in-house infrastructure. As Kees pointed out, "Trend Micro plays a significant role in ensuring we can offer our customers the appropriate level of security needed to protect them from ever-increasing email, Web, and blended threats. From our experience, security has become a business-critical issue and our customers need comprehensive managed services. Trend Micro provides an excellent combination of solutions to allow us to deliver comprehensive managed security services to our customers."

A TEAM EFFORT

"Our business customers turn to us to help them understand the effects of new and emerging IT security threats," said Kees. "Our engineers work closely with Trend Micro to make sure we have the latest information and can provide informed consultancy to our customers. The support we receive from Trend Micro goes beyond standard agreements. It is essential for a rapid response to our most demanding customers. Trend Micro™ xSP Partner Solutions demonstrate that Trend Micro understands our business and requirements. By creating solutions and delivery models that are flexible enough for a broad range of customers, Trend Micro has become a true partner in our managed service business."

Trend Micro xSP Partner Solutions introduce a consultative team-selling approach. This gives BT Global Services professionals information, training, and support as well as tools and techniques for malware resolution, low-cost remote monitoring, and migration of managed services. Trend Micro's xSP security solutions serve both BT Global Services and its customers, facilitating efficient service delivery and helping companies take advantage of economies of scale.

For BT's large global customers, a commitment to rapid issue resolution is critical for success. "We don't just sell our customers a product—we deliver a full service that is underpinned with strict service-level agreements and guarantees," said Kees. "Foremost in partnering with Trend Micro is the xSP Business Development team's ability to work with us around the clock if necessary to meet customer demands. Trend Micro's dedication to rapid and expert support is a winning ingredient in our relationship and crucial for our managed service business."

CONTROLS FOR GOVERNANCE AND COMPLIANCE

The deployment of Trend Micro enterprise security solutions and the successful working relationship between Trend Micro and BT Global Services are helping corporate customers remain productive. The team at BT Global Services can efficiently introduce the controls and protection required for governance and compliance requirements, as well.

"Trend Micro xSP Partner Solutions cover all the bases," said Kees. "Trend Micro's multilayered security solutions with automatic real-time monitoring have proven to be highly effective for blocking known and new threats. Plus, the flexible architecture complements our modular approach for standard service builds and our move toward virtualized hosting environments. With the resources and support that we have from Trend Micro, we are confident that we can better assess risks for our customers and tailor protection services at the appropriate points and levels."

CORPORATE PROFILE

BT Global Services London, England

BT plc is one of the world's most well known brands for communications solutions and services. The company operates in 170 countries with principal activities including the delivery of networked IT services; local, national, and international telecommunications services; and higher-value broadband and Internet products and services. BT Global Services is one of the four lines of business for the BT Group, serving as a managed services and solutions provider to multi-site organizations worldwide.

- **Industry/Vertical** Networked
IT Services
- **Employees** 37,000 Global Services
employees working in
173 countries
- www.btglobalservices.com

TREND MICRO PRODUCTS

- **Trend Micro xSP Partner Solutions**
<http://us.trendmicro.com/us/partners/x-Service-Providers>
- **Trend Micro Enterprise Protection Strategy**
<http://us.trendmicro.com/us/solutions/enterprise/enterprise-protection-strategy/>



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