

Managed Services Provider Increases Productivity and Profitability with Hosted Security from Trend Micro

eWranglers provides managed IT services to small business customers. While the company offers a broad range of technology expertise, its focus is on the security infrastructure-perimeter protection, encryption, malware and virus protection, and spam prevention.

INTRODUCING HOSTED SECURITY TO SMALL BUSINESSES

“Hosted solutions make us more efficient as a managed service provider. We can handle more customers with the same number of people, which keeps our services more affordable. Our team becomes more productive and that helps us improve our profitability.”

— **Stephen M. Zetzer,**
Principal
eWranglers

eWranglers is not your typical IT services provider. These IT experts focus on small businesses, but their customer base has evolved with a heavy emphasis on medical and dental offices. For these customers, security is a major requirement and more than 80% of its clients choose proactive managed services in lieu of reactive break-fix technical support. Security services must help these customers protect their businesses, and must also enable efficient, profitable managed service delivery for eWranglers.



“I’ve been recommending Trend Micro small business security solutions since 1996,” said Stephen Zetzer, the founder of eWranglers. “The main reason we started with Trend Micro, and the reason we have stayed, is the small footprint. Our customers don’t have tons of bandwidth, but they use email and so they have spam. Typically, 80 to 90 percent of their email is spam, which could rapidly eat up their DSL pipelines. Trend Micro™ InterScan™ Messaging Hosted Security filters out spam before it consumes the users’ bandwidth, making Trend Micro a very attractive platform for our customers. The hosted email reputation and email filtering technologies block spam and infected emails before they hit the customers’ networks and email servers.”

Trend Micro hosted security is also an extremely stable solution for blocking email and web threats. “Trend Micro software doesn’t cause issues with medical systems or applications. We’ve seen other solutions impact performance and cause crashes. We joke about other

KEY BENEFITS

- **Better protection for customers.** Powered by the Trend Micro™ Smart Protection Network™ technology, hosted email and web security blocks threats before they impact the customers’ businesses.
- **Lower costs.** Hosted technology and in-the-cloud intelligence increase the productivity of the managed service provider for more affordable customer services and increased profitability.
- **Easy to manage.** Hosted web console streamlines monitoring and managing the entire Worry-Free™ Security customer base.

products—they keep viruses off the systems by making the systems unavailable to the users. Trend Micro is stable in the operating environment and doesn't conflict—there are no incompatibilities or crashes,” explained Zetzer.

BUNDLING HOSTED EMAIL SECURITY

Trend Micro Worry-Free™ Business Security Advanced has proven to be an excellent fit for both customers as well as the in-house support team at eWranglers. This solution now includes InterScan Messaging Hosted Security, giving resellers like eWranglers a great way to introduce customers to the benefits of hosted security.

“Our small business customers hire us because it is too expensive and difficult for them to implement business solutions on their own,” said Zetzer. “Since Trend Micro small business solutions now include hosted technology, it is very fast and easy to introduce security and it minimizes the impact on the customers' systems. Hosted solutions also make us more efficient as a managed service provider. We can handle more customers with the same number of people, which keeps our services more affordable. Trend Micro takes care of the updates and optimizations for the hosted parts of the solution, and it is fast and easy to deploy. Our team becomes more productive and that helps us improve our profitability.”

eWranglers plans to expand its hosted security portfolio with Trend Micro Worry-Free Business Security Hosted. The newest Worry-Free solution further simplifies security for customers who need protection for multiple PCs and notebooks located in or out of the office but who don't want to install additional software at their site. “Hosted security makes sure that customers are always updated and secure, even if they have mobile devices that are out of the office for weeks at a time,” said Zetzer.

SAVING TIME AND INCREASING ACCOUNT CONTROL

Trend Micro Worry-Free™ Remote Manager simplifies the routine monitoring and management tasks for eWranglers' Worry-Free security customers. The hosted web console automatically gathers real-time status from systems at all sites. “We used to log in daily to each customer site and go down our checklist,” said Zetzer. “With Worry-Free Remote Manager, we can reduce the daily monitoring time from hours to just 10 or 15 minutes. It has also helped us ensure endpoint compliance with our configurations of the latest Trend Micro software releases. We haven't increased our managed services rates in seven years. We've been able to do this by increasing productivity and Worry-Free Remote Manager has been a big plus for that.”

CORPORATE PROFILE

eWranglers
Bozeman, Montana

For nine years, eWranglers has provided managed IT services, including Internet services and consulting for small business customers. The company specializes in business-class computer security solutions, Internet firewalls, Virtual Private Networks, virus protection, and content filtering to keep computer networks free of hackers, viruses, and other undesirable activity. eWranglers also offers IP business telephone systems.

- **Industry/Vertical** IT Services; Security
- **Employees** 5
- **Infrastructure** Small businesses (5–30 PCs, average); Microsoft Small Business Servers
- **Web Address** Soon to be launched

TREND MICRO PRODUCTS

- **Trend Micro InterScan Messaging Hosted Security**
<http://www.trendmicro.com/emailservices>
- **Trend Micro Worry-Free Business Security Advanced**
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Trend Micro Worry-Free Remote Manager**
<http://www.trendmicro.com/wfrm>
- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>



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