

# SMB IT Company Praises Trend Micro™ Worry-Free™ Security as Best Solutions to Simplify Operations and Maximize Protection

SpokaneTEAM Technology Resource Management is a trusted partner for small businesses, focusing on law firms, financial institutions, and local universities. When helping clients decide about implementation and maintenance of technology, SpokaneTEAM emphasizes the importance of security in today's Internet world.

## ESCALATING THREATS

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— **Matthew T. Wood,**  
President, SpokaneTEAM  
Spokane, Washington

“The types of attacks we see these days are so varied,” said Matthew T. Wood, president of SpokaneTEAM. “There are many different mechanisms that hackers can use. As a result, we can't just focus security efforts in one area. We have to help our customers deploy protection at the perimeter, at the client level, and on servers. They need to monitor email and Web surfing. Even network traffic itself must be monitored to make sure that an unknown device has not gained entry.”



Keeping up with evolving Web-born attacks is a priority for the consultants at SpokaneTEAM. Their client base of small and medium businesses (SMBs) includes law offices, financial firms, schools, and many other businesses for which productivity and success depend on secure networked resources.

## KEY BENEFITS

- **Comprehensive protection.** A rich feature set addresses viruses, spyware, spam, and other Web threats, with solutions that can extend protection to mobile devices.
- **Ease of management.** Centralized management and easy-to-use console simplify administration.
- **Fast installs and automatic updates.** Minimized time required to deploy and stay current.
- **Low overhead.** No noticeable performance impact on systems or the network.

## RECOMMENDING THE BEST SECURITY SOLUTIONS

To win the battle against Web threats, the professionals at SpokaneTEAM are constantly evaluating the various solutions on the market that can address all of the current threats such as viruses, spyware, spam, phishing, and inappropriate content. The team regularly participates in beta programs and stays current with evolving functionality in terms of customer protection and manageability.

“As a consulting firm—and not a reseller—we have the flexibility to suggest the best solution rather than the one we are tied to contractually,” explained Wood. “I always look first at Trend Micro solutions to meet my clients’ needs. In terms of quality and usability and feature set, Client Server Messaging Security is truly an all-in-one solution—it has so many features. Trend Micro Client Server Messaging Security gives me an extremely flexible solution that can get the job done for small companies that can’t afford to have a single attack impact their business.”

SpokaneTEAM also appreciates the low overhead when deploying Trend Micro solutions in small business environments. “F-Secure and some other vendors have some good software products, but they are too expensive for SMBs in terms of the amount of system and network resources they consume,” said Wood. “We test everything in our lab and the other vendors can have 18 processes running simultaneously—Trend Micro Worry-Free solutions are truly transparent and don’t bog down computers or the network.”

### **INTRODUCING SMARTPHONE PROTECTION**

Technology advances can bring new capabilities to small businesses, but can also introduce new vulnerabilities. In the case of new handheld communication platforms, SpokaneTEAM makes sure that its clients are aware of the need for security solutions that extend protection to these resources, and recommends the deployment of Trend Micro™ Mobile Security.

“With Trend Micro Mobile Security, we have a built-in firewall and scanning for the mobile devices on a network,” said Wood. “SMS spam is blocked and sensitive data is protected from hackers that might otherwise break into the wireless networks. It’s an easy-to-deploy, affordable solution for our SMB customers, and we make sure they understand how much it is needed. Some of our clients don’t own servers, so these types of client-level solutions are vital for comprehensive protection.”

### **CORPORATE PROFILE**

#### **SpokaneTEAM Technology Resource Management Spokane, Washington**

SpokaneTEAM is a Microsoft Technology Partner with employees certified in Windows 2003 network environments. The company also applies open source solutions. Unlike other service organizations, SpokaneTEAM recommends technology and solutions AFTER learning about the customer’s unique business situation rather than retrofitting one technology to fit all situations.

- **Industry/Vertical** IT Services, Computer Support
- **Employees** Customers have from 5 to 900 employees
- **Infrastructure** Up to 1200 workstations per customer site (55 servers)
- [www.Net-Works.com](http://www.Net-Works.com)

Trend Micro Mobile Security protects data-centric mobile devices that use the Microsoft™ Windows™ Mobile operating system. An integrated firewall protects devices from hacking and intrusions. The Trend Micro Mobile Security firewall monitors all network activity to and from devices including both Smartphones and PocketPCs, and scans for viruses, spyware, malware, and trojans. The scans are performed automatically in real time, and can also be manually initiated by SpokaneTEAM or its clients. Automatic updates over the Internet ensure that each device has the latest pattern files.

### A WIN-WIN SOLUTION

Besides giving its customers optimal security, Trend Micro Client Server Messaging Security for SMB gives SpokaneTEAM a solution that simplifies its day-to-day operations. “I like the fact that Trend Micro is very aggressive in terms of development and enhancement of products,” said Wood. “For example, the latest version of Client Server Messaging Security really simplified deployments and upgrades for us. And the console is excellent—administration of Trend Micro solutions is awesome. We can very efficiently manage our clients from a single workstation. Our customers get a great value with very comprehensive, multilayered protection, and we get a solution that keeps us efficient and, therefore, profitable.”

### TREND MICRO PRODUCTS

- **Trend Micro Client Server Messaging Security for SMB**  
<http://us.trendmicro.com/us/products/sb/client-server-messaging-for-smb/index.html>
- **Trend Micro Mobile Security**  
<http://us.trendmicro.com/us/products/enterprise/mobile-security/index.html>



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