

# MSP Saves Time and Increases Company-Wide Security for Customers with Trend Micro™ Worry-Free™ Solutions

Workplace Technology Center, Inc. (WTC) provides objective Information Technology consulting services, commercial audio/visual solutions and contract network management services. Customers rely on their expertise and recommendations for building and managing secure, robust infrastructures and technology solutions.

## FITTING INTO A MANAGED SERVICES BUSINESS MODEL

.....

*“Our daily internal NOC processes are all very proactive, and Worry-Free™ Remote Manager is now a vital tool in that regard. By moving to Trend Micro, we spend a lot less time resolving security issues. Our customers are more secure, and we spend less time managing them.”*

— Brad Bell, Lead Network Services Delivery Engineer, Workplace Technology Center, Inc.

Besides providing customers with the best possible capabilities, technology endorsed by WTC must also complement the consulting firm’s business goals. “Last fall, we were sick and tired of our previous security vendor,” explained Brad Bell, the lead network services delivery engineer at WTC. “We had significant issues with their licensing policies and pricing, it was difficult and time consuming to get the software to run, and we had to log in to each and every client site to monitor the health of the solution. We decided to shop around, and we evaluated all of the major vendors’ offerings for small and medium businesses. Trend Micro’s winning strengths included the best licensing model for managed services, and a web-hosted management console: Trend Micro™ Worry-Free™ Remote Manager. Add to this the fact that our customers are happy with the features and functionality, and it has been easy to convert our business as customers’ existing licenses expire.”

## EASY START UP

Worry-Free Remote Manager console gives WTC a robust monitoring and management console complete with customizable alerts. Hosted in the Trend Micro datacenter, Worry-Free Remote Manager can be accessed over the Internet using a standard web browser. Resellers can monitor the status Worry-Free™ Business Security and Trend Micro™ Hosted Email Security solutions deployed across their customer base. A single login provides a collective at-a-glance view of the health of security solutions. The solution also streamlines reporting, and helps resellers provide customers with the information they need to appreciate the value of managed security services.

“Worry-Free Remote Manager was easy to try out, and we started using it right away,” said Bell. “We always aim to be as proactive as possible, and Worry-Free Remote Manager is now a vital tool in that regard. The web-hosted console makes it much quicker to monitor the overall security of our clients. It saves us at least 45 minutes a day, and it gives us real-time visibility that we didn’t have before. With our previous vendor, we could get

## KEY BENEFITS

- **Safer.** Viruses, spyware, spam, and other web threats are stopped before they reach businesses.
- **Smarter.** Fast scanning and cloud-client architecture speed time to protection.
- **Simpler.** Easy to install and deploy.
- **Easier to manage.** “Traffic light” dashboard provides at-a-glance summary of entire customer base.

some alerts but it was not user friendly. By moving to Trend Micro, we spend a lot less time resolving security issues. Our customers are more secure, and we spend less time managing them. It's a better deal for everyone."

WTC recently participated in the beta testing of the latest release of Worry-Free Remote Manager. The consulting team saves time with the new dashboard with the green, red, and yellow status and faster drill-down capabilities for navigating through the screens. Improved network load balancing, clustering, upgraded servers, and an optimized database in the Trend Micro datacenter have also boosted performance for the service.

### THE RIGHT SOLUTION FOR EACH CUSTOMER

As a Trend Micro reseller, WTC can give its customers a choice of the right on-premise or hosted security solution. Powered by Trend Micro™ Smart Protection Network™ technology, Worry-Free™ Business Security Standard takes advantage of unique in-the-cloud technology to block viruses, spyware, and web threats before they reach a business' network. The Advanced edition also includes Hosted Email Security, to block spam and other email-borne threats. The new Worry-Free Business Security Service solution extends protection to customers who do not have a server, or who need a central console and protection for smaller offices with fewer than 10 PCs.

"Next to Worry-Free Remote Manager, the hosted security solution is our favorite thing about switching to Trend Micro," said Bell. "This is a great solution for managed service providers like us, and we were one of the first to start selling this. We have to manage not only internal networks but also remote offices without network connections and laptop users that are on the road. Worry-Free Business Security Standard, Advanced, and Hosted tie everything together to cover a whole organization—the corporate office, remote sites, and mobile workers. Later this year, we'll be able to manage our hosted customers using Worry-Free Remote Manager and we'll have an even better managed security service story."

### CORPORATE PROFILE

#### Workplace Technology Center, Inc. Sioux Falls, South Dakota

The Workplace Technology Center, Inc. (WTC) is an applied technology resource improving how organizations communicate, operate, and collaborate by delivering solutions for private and public organizations. WTC provides consulting services to small- and medium-sized businesses that lack the budget and/or desire to hire their own technology staff, as well as IP-based videoconferencing and A/V solutions to organizations of all sizes. Its three operating divisions focus on network consulting, meeting room solutions, and proactive managed services.

- **Industry/Vertical** Consulting / IT Services
- **Customers** Small and medium businesses;  
average: 50 PCs
- [www.wtcnetworks.com](http://www.wtcnetworks.com)

### TREND MICRO PRODUCTS

- **Worry-Free Business Security (Standard and Advanced)**  
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Worry-Free Business Security Service**  
<http://us.trendmicro.com/us/products/sb/worry-free-business-security-hosted/index.html>
- **Trend Micro™ Hosted Email Security**  
<http://us.trendmicro.com/us/products/enterprise/interscan-messaging-hosted-security/index.html>
- **Worry-Free Remote Manager**  
[www.trendmicro.com/wfrm](http://www.trendmicro.com/wfrm)
- **Smart Protection Network**  
<http://www.smartprotectionnetwork.com>



Copyright © 2009. Trend Micro Incorporated. All rights reserved. Trend Micro, the Trend Micro t-ball logo, Smart Protection Network, and Worry-Free are trademarks or registered trademarks of Trend Micro, Incorporated. All other product or company names may be trademarks or registered trademarks of their owners. Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice.  
SS05WTCWFRM091221US  
[www.trendmicro.com](http://www.trendmicro.com)