

Service Provider Offers Safer, Smarter, Simpler Protection for Small Offices with Trend Micro™ Worry-Free™ Business Security Hosted

Onsite Technical Services has spent decades developing a full line of support and maintenance packages to proactively monitor and support technology. Security solutions help its small and medium business customers avoid unplanned downtime and lower risks related to digital assets.

SIMPLIFYING MANAGED SERVICES

“I look at each situation, but in general I want to move everyone to Trend Micro™ Worry-Free™ Business Security Hosted. The hosted solution gives the customer in-depth protection from all of the latest threats, and it keeps everything really simple.”

— **Jim Hunton, Owner,**
Onsite Technical Services,
LLC

With the global economic downturn, business customers are looking for the most cost-effective IT services. Onsite Technical Services has retained a loyal base of small and medium business clients by aggressively pricing managed services that include comprehensive security coverage for their technology resources.

“We can’t manage systems without building in protection to our customers’ networks,” said Jim Hunton, owner of Onsite Technical Services. “And we don’t want users adding their own security solutions. Too many products today adversely impact the network and systems. To avoid all the potential pitfalls and problems, and to give our customers industry-leading protection, we know that Trend Micro™ Worry-Free™ Business Security is the answer. We tell our customers that if they want to solve their security problems, they need Trend Micro.”



KEY BENEFITS

- **Safer.** Stops the latest web threats before they impact customer networks.
- **Smarter.** Eliminates the need for a new server or installing software on a current server, and uses in-the-cloud technology to maximize protection.
- **Simpler.** Easy to install and easy to monitor with a single console.

EVOLVING TO HOSTED SECURITY SOLUTIONS

Onsite Technical Services recommends the Standard, Advanced, or Hosted versions of Worry-Free Business Security, depending on the needs of the customer. The hosted alternative, ideal for small offices, lets Hunton give his customers the benefits of Worry-Free Business Security with no additional hardware, software, or maintenance. Worry-Free Business Security Hosted protects multiple PCs and notebooks, whether they are in or out of the office. Viruses and other threats are blocked, and the Trend Micro™ Smart Protection Network™ provides up-to-the minute protection based on global threat intelligence.

"I look at each situation, but in general I want to move everyone to Trend Micro Worry-Free Business Security Hosted," said Hunton. "The hosted solution gives the customer in-depth protection from all of the latest threats, and it keeps everything really simple. It fits really well into our managed services business model, too, with a compatible monthly rate structure and visibility over all of the licenses that we have in place for client sites."

With a hosted solution, Onsite Technical Services offloads updates, enhancements, and performance optimizations to Trend Micro. "With Worry-Free Business Security Hosted, I still have control of my accounts but none of the solution management overhead," said Hunton. "I can be more productive and therefore improve my profitability. My customers also win, since they have comprehensive protection that does not require adding a server or installing any software on their servers. Web threats are on the rise. The web is more dangerous right now than I've seen it before. It is critical that even the smallest businesses have protection. I am confident that Trend Micro Worry-Free Business Security Hosted is blocking web threats and other malicious software. I'm not seeing security-related problems when Worry-Free Business Security Hosted is in place."

CHOOSING THE MARKET LEADER

Having used and recommended Trend Micro Worry-Free solutions for a decade, Onsite Technical Services still keeps up with all of the security solutions marketed for small business environments. At local IT User Group meetings, security often comes up as a hot topic. "I've had some people ask, 'Did you get hit with this recent attack?' and we say, 'No—we use Trend Micro.'"

Onsite Technical Services also carries out in-depth technology evaluations and comparisons to ensure that its customers are getting the best possible solution. Last month, the service provider tested out alternative small-business security solutions. "Unlike the competition, Trend Micro solutions truly are worry free. The other tested solutions fall short. One is touted as catching everything; it didn't. Many lack all of the Worry-Free Security features, and not all could be deployed remotely as easily as the Trend Micro solution. One product even locked up the entire server and we had to spend time on the phone to India to get a workaround. At the end of testing, it was clear that Trend Micro Worry-Free security is the only offering to give us everything we need: the economies and simplicity of a hosted solution, advanced security features, easy remote setup and monitoring, and resiliency in a business environment. Trend Micro just makes it easy for us to get the job done."

CORPORATE PROFILE

Onsite Technical Services, LLC Phoenix, Arizona

Onsite Technical Services provides small- and medium-sized businesses with the support needed to leverage technology in a cost-effective manner. The company offers all forms of service and support including complete network and server installations, repairs, Help Desk support, data recovery/disaster recovery, and much more. With decades of experience in the Information Technology field, Onsite Technical Services is dedicated to providing the best and most complete technology support in central Arizona.

- **Industry/Vertical** IT Services
- **Employees** 2
- **Customers** Typical: 1-2 servers;
5-50 PCs
- www.onsite-tech.com

TREND MICRO PRODUCTS

- **Trend Micro Worry-Free Business Security Hosted**
<http://us.trendmicro.com/us/products/sb/worry-free-business-security-hosted/>
- **Trend Micro Worry-Free Business Security (Standard and Advanced)**
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Trend Micro Smart Protection Network**
<http://www.trendmicro.com/go/SmartProtectionNetwork>



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