



# TREND MICRO™ SUPPORT

At Trend Micro, your security is our lifeblood. We live and breathe security—and only security. We are 100% dedicated to making the world safe for exchanging digital information. So we know the instant the security landscape becomes more complex. Our support teams are right there with you, becoming more knowledgeable and sophisticated on the latest threats to better handle your issues.

Trend Micro Support is a smart investment. We'll help you maximize your security stance, minimize threats, and free up your valuable IT resources for other critical functions.

- **Trend Micro 24x7 Support** is available around-the-clock for critical business issues, as defined at <http://www.trendmicro.com/severitydefinitions>. Business hours support is provided for non-critical issues. You receive Trend Micro 24x7 Support with your active maintenance agreement.
- **Trend Micro Premium Support** provides you with a named Customer Service Manager who will be your on-going contact to assist you with urgent issues and provide expert guidance designed to elevate your security posture.

## KEY BENEFITS

- Improve security by resolving security issues quickly
- Ensure technical support whenever and wherever it's needed
- Empower your IT staff with advanced support resources
- Optimize your return on investment with expert advice on your Trend Micro solutions

## SUPPORT MADE SIMPLE

“In today’s increasingly complex IT environment, managing a mix of security capabilities can be a challenge. The new Trend Micro 24x7 Support program simplifies technical support, making it both available and affordable for customers, and providing access to experts who can help around the clock.”

**Jon Oltsik**  
Senior Principal Analyst  
Enterprise Strategy Group

What you can expect from Trend Micro Support Services	SUPPORT OFFERINGS	
	Trend Micro 24x7 Support*	Trend Micro Premium Support
Telephone Support	24x7	24x7
Designated contacts	3	6
Product updates and upgrades	✓	✓
Telephone, email and web-based support channels	✓	✓
Access to Customer Service Engineers	✓	✓
Assignment of Named Customer Service Manager		✓
Priority case handling		✓
Suspicious file analysis (via Premium Support Connection)		✓
Installation and upgrade support		✓
On-going security assessments and recommendations		✓
Monthly calls and annual on-site meeting		✓
Number of regions		1
Suitable for global and large enterprises		✓

\* Access to support around-the clock is for critical issues as defined at [www.trendmicro.com/severitydefinitions](http://www.trendmicro.com/severitydefinitions)

## TREND MICRO 24x7 SUPPORT

### Expert, Knowledgeable Help for Your Business

Get the expertise you need when you need it. Trend Micro 24x7 Support includes access to Customer Service Engineers, a highly trained cadre of former system administrators, network and data center engineers, and service consultants with several years of experience dealing with daily security challenges. They have deep insight and security expertise as well as access to the Trend Micro global technical ecosystem and tools that help address the range of security concerns including content, data center, and risk management.

## TREND MICRO PREMIUM SUPPORT

### Elevate Your Security Posture with Expert Guidance

You've told us that you are challenged to continuously assess and manage your security—especially as targeted attacks and other threats arrive on breakthrough technologies like mobile and cloud. We understand that it's hard to determine whether you are continually secure and able to protect your data and infrastructure against new threats.

Designed specifically for enterprises and very large enterprise organizations, Trend Micro Premium Support provides you with expert resources to give you the personalized solutions you need to stay protected. A named Customer Service Manager (CSM) will help you implement your security in the way that is most effective for your business. These security experts are thoroughly trained to provide focused guidance on threat response, planning, preparedness, and solution optimization.

Customer Service Managers focus on your environment, business processes, and security posture to make sure you receive the highest return on your security investment. They are your champions inside Trend Micro who map our solutions to your specific business and security needs and bring in specialists as needed.

### Why Trend Micro Premium Support Is a Great Choice

With a Customer Service Manager security expert on your team, you'll save time and effort, reduce risk, and improve return on your Trend Micro investment. Trend Micro Premium Support includes:

- Optimized implementation of your Trend Micro security solution for the best possible protection of your particular environment
- Real-time advice on current security threats and risks that help you avoid infections and targeted attacks and prevent loss of intellectual property and other data
- Periodic health checks to ensure ongoing protection against data loss and business interruption
- Expert consultation on your particular security issues. This will help you save time and money by avoiding the cost of researching security options and potentially implementing sub-optimal configurations
- Annual security planning meeting with your management teams so you get the most out of your security systems and can prioritize security investments based on your needs and objectives. Your Customer Service Manager will provide a detailed evaluation of your security profile, where there are gaps, and how you can best fill them

Customer Service Managers are committed to collaborating with your team to deliver highly responsive, personalized service and protection. They focus on your business to deliver operations strategies to best fit your environment. Working alongside you, your Customer Service Manager can help you address the most challenging aspects of security; optimize your security profile across technologies, processes, and people; and configure your Trend Micro security solutions to achieve optimized IT service levels.

Security is our passion. And we've been doing it longer than any other independent security vendor. You can count on Trend Micro for leading security solutions backed by superior support services.

### TRAINED FOR IMMEDIACY— MEETING TODAY'S SECURITY NEEDS

Trend Micro Customer Service Engineers are dedicated to staying on top of the continually evolving threat landscape. They dedicate at least 25% of their time to developing their personal knowledge base—attending internal and external trainings, completing hands on product-readiness exercises, and researching new security threats.

Trend Micro Customer Service Engineers are trained to deal with today's IT challenges, including consumerization, cloud and data center modernization, and targeted attacks that are putting your valuable information at risk.

### PROVEN ROI

“The history of successful collaboration makes Premium Support a budget priority for us, with a proven return on investment in the form of improved security and time savings for our in-house staff.”

**Chris Brown**  
System Analyst  
WakeMed Health & Hospitals



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Securing Your Journey to the Cloud