

Trend Service One™

Augment security teams with 24/7 managed detection, response, and support

As the number of cyberattacks rapidly increases, security systems are generating more logs and alerts, making detection and response more complex. Security teams are faced with the challenge of prioritizing an overwhelming number of alerts to discover and remediate critical threats. Moreover, evolving infrastructure models require organizations to quickly adapt and implement new security measures to maintain and operate hybrid or multi-cloud environments. Security cannot lag in this era of digital transformation—time is your most valuable asset.

Go further with Trend Service One

Discover, consolidate, and identify critical alerts and warnings and quickly act on threats. Trend Service One combines targeted attack detection for qualified high risks with predictions, giving you visibility into the attack's next move. Around-the-clock protection from outsourced cybersecurity monitoring and premium support—case handling—via our resolution incident response team—gives you the freedom to focus on driving innovation and meeting business objectives.

✓ Targeted attack detection

Scan for early indicators of compromise (IoCs) using our industry-leading threat research. Many modern detection systems wait until critical assets have been compromised, flood you with false positives, or only analyze log and network data. This 24/7 service instead alerts you to high-risk threats and attacks targeted towards your organization. You'll also gain insight into if any indicators of the specific attack were found, along with which endpoints were affected. In addition, you'll receive recommended actions based on the threat actor's predicted next moves.

✓ Trend Micro™ Managed XDR

Backed by our global team of highly qualified cybersecurity experts, this service constantly monitors and analyzes activity data from Trend Micro solutions in your environment.

By correlating data and insights from email, endpoints, servers, cloud workloads, and network sources, our security experts detect, hunt, and contain threats. Your team will be notified of validated detections, so you can quickly react and respond and prevent similar attacks from occurring in the future.

✓ Priority global support

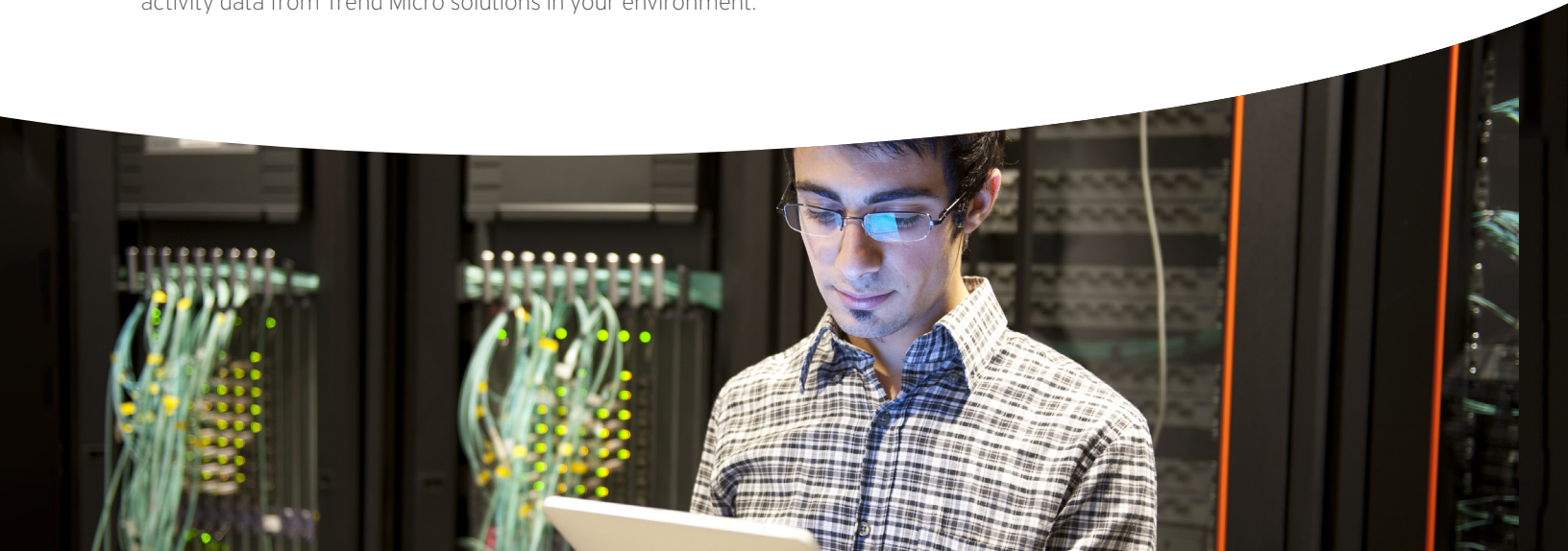
Resolve all issues quickly with minimal business disruption through priority support handling from our Global Premium Support team. Enjoy fast-tracked claim handling with 24/7 email, phone, and case portal availability.

✓ Designated service manager

As a Trend Service One™ Complete customer, you're equipped with your own designated service manager. This gives you the most optimized experience for your Trend solutions. In addition, your service manager answers all inquiries and facilitates access to cybersecurity, solution, and subject matter experts.

✓ Incident Response Team

The Trend Micro Incident Response Team is a specialized service that combines cyber crisis management, state-of-the-art threat hunting expertise, digital forensics, and sound professional advice. This specialized team is critical for enterprises managing troves of valuable data, as well as those required to meet several local and global compliance requirements. Specially trained to prioritize, investigate, and fulfill compliance obligations, our Incident Response Team can help organizations avoid legal, financial, and customer-relationship issues.



One powerful solution

Trend Service One supports your unique organizational setup while raising the baseline of your cybersecurity coverage with seamless integration with Trend solutions. Our experts extend your security team, providing more proactive prevention, detection, and response across your entire infrastructure.

Benefits

Extend your team

Our global support team works around the clock to resolve your issues and answer any inquiries, ensuring your security needs are met.

As a Trend Service One Complete customer, you can leverage service managers to guide yourself through questions, considerations, and challenges related to solution setup, usage, and deployment. Your service manager assists you during the initial setup of communication channels with our various support and services teams to establish tailored support as well as optimal and efficient teamwork and collaboration. Monthly status meetings and quarterly business reviews with your service manager allow you to continually adapt your security strategy in line with evolving business goals.

Maximize effectiveness and skills

Automated updates ensure you have the latest features and solution upgrades, including intelligence feeds for threat information. Your security teams can access our extensive Education Portal for specialized, on-demand training sessions to continuously develop and update their skillsets.

The Knowledge Base provides comprehensive documentation and operational guides to enable secure configurations, deployment, and alignment with best practices. Regular solution and deployment health checks continually verify that your configurations are meeting best practice frameworks.

As a Trend Service One Complete customer, you benefit from access to cybersecurity and security operations experts who provide valuable insight regarding your design and innovation proposals. As a customer in the Complete tier, you are also invited to beta programs and roadmap sessions.

Detect and respond faster

Our targeted attack detection equips you with a timeline uncovering predictions of the high-risk attack. A detailed action plan allows you to react quickly, limiting the scope of an attack and minimizing business interruptions. View all notifications on our Targeted Attack Detection app, so you can stay on top of any threats discovered in your environment.

Trend Service One Complete

As a Trend Vision One™ customer, you're eligible to leverage advanced coverage via our global Managed XDR team, continually monitoring suspicious, malicious, and unwanted activity.

Respond to only high-fidelity alerts based on methods, processes, and analytics across intelligence-driven (threat intelligence reports, threat intelligence feeds, and/or malware analysis) or situational-awareness driven (suspicious events or IoCs within the network).

Incident Response (IR)

Within hours of contacting us, our IR experts will have established a customized plan of action with your IT department. Our workforce, tools, and processes will be set up instantly to monitor your network traffic while logs and disk images are already being analyzed for IoCs or indicators of attack (IoAs). In the background, our incident coordinators will organize the flow of information to ensure all defined stakeholders are informed of findings, developments, and key decisions.

Concise daily briefings and reports provide you with all information and insight required to:

- Stop the ongoing attack in its tracks
- Start rebuilding your production environment by localizing unaffected assets and backups
- Harden your network, servers, and endpoint defenses to prevent future attacks

	TREND SERVICE ONE	
	Essentials	Complete
EXTEND YOUR TEAM		
24/7 phone, email, and support portal case submission	Priority handling	Priority handling
Personalized onboarding service: start-up meeting, solution introduction, deployment guidance		✓
Designated service manager: monthly status meetings, quarterly business reviews, and accelerated defect fixes		✓
MAXIMIZE EFFECTIVENESS AND SKILLS		
Solution updates and upgrades including threat intelligence updates	✓	✓
Access to on-demand training, Knowledge Base, best practices, admin., and operational guides	✓	✓
Solution health check and advisory, upgrade assistance* *On-demand for Trend Service One™ Essentials customers	✓	✓
Roadmap sessions and beta program invitations		✓
Access to cybersecurity and CISO experts		✓
DETECT AND RESPOND FASTER		
Targeted attack detection: proactive threat prediction with 24/7 monitoring of any targeted attack, response guidance, access to a threat expert, and monthly reports	✓	✓
Managed XDR*: Proactive threat prediction with 24/7 monitoring of XDR alerts, investigation and response with proactive outreach including IoC sweeping, IoA hunting, root cause analysis, impact analysis, incident prioritization, response guidance and access to Managed XDR threat analysts *Customer must subscribe to Trend Micro XDR solutions	✓	✓
Trend Micro IR service: investigate and assistance to recover from an attack, whether the assets being attacked are protected by Trend or a third party	Priority scheduling of paid service engagement	Guaranteed access with one yearly IR service of five working days engagement included

Lifecycle

Designed for 12-month periods for both tiers.

Onboarding

As a Trend Service One Essentials customer, you're onboarded automatically when the ordering process is complete.

Trend Service One Complete service managers ensure your onboarding process is as fast and seamless to limit workflow interruptions and that the right connection and setup with our global support and Managed XDR teams establish a strong governance structure.

Best practices and administrative and operational guides get you started quickly and securely.

Daily operations

Our Education Portal provides extensive on-demand training and in-depth documentation to dive deeper into configurations, settings, solutions, or to strengthen your skills.

Trend Service One Complete service managers and the extended Managed XDR team work closely with you to establish smooth daily operations. All planned and ad-hoc efforts and activities are documented and can easily be accessed and referenced for future planning to enable innovation.

Governance

Trend Service One Complete is designed to be a part of your vendor management process with predefined check points, such as a status meeting, security meeting, vendor relationship check-in, and structured reporting and service reviews.

Reports

Trend Service One Complete customers receive monthly and quarterly status and update reports. **Gain insight into:**

- Customer threat alerts
- Incident cases (which contain details of the threat including affected hosts)
- IoCs
- Recommended mitigation options

Get monthly reports to summarize case activity from the preceding month via the Managed XDR team. All cases and reports are published to your designated service manager and the Trend Customer Success Portal and are emailed to desired recipients through the standard case support system.

Service reviews

Trend Service One Complete provides an opportunity for a formal service performance review at least once per quarter. **This review examines:**

- Service performance
- Significant events (incidents and faults)
- Submitted cases
- Change requests
- Executions and recommendations

Service information

Trend Service One is available for the following offerings:

- **Email:** Trend Micro™ Cloud App Security for Microsoft 365 or Google G Suite™
- **Network:** Trend Vision One™ - Deep Discovery™ Inspector and Trend Micro™ TippingPoint, providing advanced network detection
- **Servers:** Trend Vision One™ with XDR and ASRM capabilities, Trend Micro™ Deep Security™ Software, Trend Vision One™ - Workload Security (virtual, physical, cloud, and container security)
- **Endpoints:** Trend Micro Apex One™ for multi-layered endpoint security
- **Workloads:** Trend Vision One - Workload Security for virtual, physical, cloud, and container protection

©2024 by Trend Micro Incorporated. All rights reserved. Trend Micro, Trend Service One, Trend Vision One, Deep Security, TippingPoint, and the Trend Micro t-ball logo are trademarks or registered trademarks of Trend Micro Incorporated. All other company and/or product names may be trademarks or registered trademarks of their owners. Information contained in this document is subject to change without notice. [SB04_Trend_Service_One_Solution_Brief_240723US]

For details about what personal information we collect and why, please see our Privacy Notice on our website at: trendmicro.com/privacy