



Efficient, Effective, Protected: The Trend Micro Cyber Security Migration Guide

Why migrate?

The cyber security landscape is always evolving, presenting new threats and challenges for your MSP to cope with. As your cyber security vendor plays such a significant role in your ability to communicate value to your end user, it is crucial that you partner with a vendor that will remain dependable even in periods of flux and transition.

Many competitors on the market are currently undergoing their own change, adapting to challenges such as acquisitions, mergers, and even the consequences of recent geopolitical events.

Why Trend Micro?

Trend Micro are long-standing global security leaders, headquartered in Japan and the USA. We leverage over thirty years of experience to deliver innovative cyber security solutions to over 500,000 organisations and over 250 million individuals, protecting customers across clouds, networks, devices and endpoints.

We understand that many businesses are reluctant to change their security vendor due to concerns of a negative impact on their operations – questioning the financial impact, fearing technical disruptions and worrying about downtime. At Trend Micro, we appreciate these hesitations, and have worked hard to develop migration tools and processes that ensure any impact your business may experience is purely positive.

Our approach

We know that taking the step to migrate might appear daunting at first. As a result, we aim to make the process as seamless and effortless for the end user as possible. We have unique pricing and product promotions designed specifically for customers migrating from third party vendors. This ensures that you will never be financially impacted by making the safest decision for yourself and your company.

We will also assign you a dedicated account manager who will develop a bespoke migration plan that will allow uninterrupted business continuity, profitability and service for both you and your customers.



Ease of migration

At Trend Micro, we have carried out thousands of vendor migrations over the years, and have subsequently perfected our processes, creating two clear paths to transitioning to our security solutions.

Automated deinstallation and reinstallation

The easiest way to migrate to Trend Micro is to simply uninstall your current third-party vendor solution and reinstall one of Trend Micro's in its place. Worry-Free is just one of Trend Micro's endpoint security solutions, protecting a range of devices including PCs, Macs, laptops, servers, point-of-sale devices and USB drives.

All you need to begin benefitting from Worry-Free is a Security Agent installer. One of the main components of the Agent installer is its ability to remove a previous vendor. The Agent installer for Worry-Free can automatically remove pre-installed third-party antivirus programmes. The only prerequisites of this are that the third-party anti-virus vendor must have disabled its self-protection, Agent protection or self-defence mechanism. In other words, the administrator carrying out the migration must ensure that there are no self-protections or password protection for Agent removal features enabled. If that is the case, installation can go ahead automatically.

Tech support cases

In the eventuality that our Agent is not removing a particular security vendor automatically, and you need to find another efficient, effective way to remove a large volume of Agents on a target site, Trend Micro can also tailor this per customer via the use of a Tech Support Case. A Tech Support Case enables Trend Support to automate the removal instructions within the Agent, minimising the effort for customers and partners, no matter how large the volume of data they need removed or their reason for migration.

Obtaining the Security Agent

Obtaining the necessary Agent to aid migrations of any size has never been easier with Trend Micro.

Worry-Free comes with a console accessible to every single user. On the main dashboard of the console, there are tiles on the lefthand side, one of which is named 'Security Agents'. This contains all the organisational folders where you would place your machines and endpoints. Once you have navigated to the 'Security Agents' tile, simply click 'Add Security Agents' and you will gain access to three different ways to obtain access to the Agent.

Send Installer Link



This option sends an email link to the user. Once they click the link, the Agent removes the third-party vendor, installs Worry-Free and elects all the security as per the designated policy.

Download Installer



This option is most likely to be used by MSPs or customers with large volumes of installs to tackle. Simply download the installer and it can be redistributed into many different machines. We also supply the deployment information that an MSP or network administrator would need to automate the install in a silent fashion.

Install on this endpoint



This option installs the security Agent directly on to the endpoint being used to access the dashboard.

Once you have selected your desired method of Agent installation, your migration to Trend Micro is complete. The process is simple, effective and hassle-free; as it should be.

Discover your unique migration plan

If you are dissatisfied with your current cyber security vendor and looking to move to Trend Micro, please get in touch with us today and we can formulate a bespoke migration plan for you.

We will ensure that your migration is as efficient, effective and worry-free as possible, delivering best-in class security solutions and premium protection alongside complete peace of mind.

Book a meeting >