Trend Micro™ **Product Services**

Faced with constant pressure to reduce costs, many IT managers today are challenged to accomplish more with fewer resources. Often, this means less time and money for core IT tasks, such as planning for new technology deployments, optimizing network security or fine tuning a solution of post-installation parameters. Unfortunately the smallest gap in protection can result in costly damage in terms of stolen data, downtime, and lost business.

Trend Micro Product Services help maximize IT performance by providing the resources and expertise you need to optimize your Trend Micro solutions. From design and deployment to best practices, Trend Micro Product Services offer expert advice and assistance through each stage of your implementation.

TRUSTED SECURITY EXPERTISE

With Trend Micro Product Services, your IT staff can rely on a trusted advisor and partner to help meet your company's goals. Our experts have the insight and security expertise needed to design the most optimized architecture for maximizing the effectiveness of your Trend Micro solutions.

Analyzing your security requirements and working closely with your team, our experts will craft a detailed plan specifically tailored to meet your needs.

SERVICES

Design and Deployment Services
Design and Deployment Services help get you up and running smoothly while maximizing your return on investment. After taking into account your network environment, performance requirements, and security strategies, the service then follows a structured, three-phase approach of analysis, planning, and deployment.

Features:
- Analysis of customer network infrastructure and applications
- Design and deployment strategy development
- Solution deployment
- Initial base-lining for assessment and fine tuning
- Transfer of knowledge and handover to your IT

KEY BENEFITS

- **Equips** your IT staff with direct access to technical expertise
- **Provides** highly-responsive, expedited service
- **Maximizes** return on investment
- **Empowers** IT staff with in-depth knowledge of proven best practices
- **Tailors** your solution based on network and business needs
- **Maximizes** efficiency and frees IT resources
- **Allows** you to maintain ultimate control of your enterprise security

Best Practices Implementation Services

Best Practices Implementation Services help you get the most out of your security investment. Using established and proven best practices developed from Trend Micro's years of industry experience and input from hands-on customer engagements, our experts create actionable recommendations to help maximize your levels of protection and performance.

Features:
- Review of existing deployment and configuration
- Gap analysis against industry best practices
- Configuration modifications to fill gap based on best practices and testing

Optimization Services

Optimization Services are focused on optimizing the performance of your solution with tailored requirements to meet your specific security needs. Our experts will conduct a detailed analysis of your current performance, discuss your organization's desired security strategy, and implement changes to customize and enhance your solution performance.

Features:
- Review and analysis of deployment and configuration
- Performance tuning and rule customization
- Summary report
- Transfer of knowledge

Learn More about Trend Micro Solutions

Trend Micro™ Enterprise Security

Trend Micro Enterprise Security is a tightly integrated offering of content security solutions powered by the innovative, in-the-cloud Trend Micro Smart Protection Network™. Together they deliver maximum protection with minimal complexity, enabling key business initiatives such as compliance, virtualization, and consolidation.

For more information please visit the Trend Micro Enterprise Security web page.

Our service professionals can scope both packaged and custom services engagements based on your requirements and the Trend Micro solutions you would like to have addressed.

If you'd like more information about Trend Micro Product Services, please call us at **1-877-21-TREND** or visit **www.trendmicro.com**.

"Using technology is one thing; having critical conversations about our data protection needs and being responsive to our support requests is another thing."

Trend Micro Customer:
Yvan Fournier,
Director of IT/Security
Centre Hospitalier
Universitaire de Québec and
Centre de Recherche de
Université LAVAL