

Blocking Threats Before They Impact Small Business Customers

Enhanced Trend Micro™ Worry-Free™ Business Security gives service provider a fast, simple, and effective solution.

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— Benoit Michaux, Assistant Manager of Production, AURAnEXt

EXECUTIVE SUMMARY

Customer Name: AURAnEXt

Industry: IT Solutions

Location: Clichy, France

Web Site: www.auranext.com

Number of Employees: 50

CHALLENGE:

- Protect small business customers from increasing numbers of threats
- Recommend security solutions that facilitate proactive monitoring services
- Avoid slowing down business-critical systems and processes
- Use security to differentiate overall quality of service to business customers

SOLUTION:

- Trend Micro Worry-Free Business Security

BUSINESS RESULTS:

- Extending protection to the latest operating systems and Macintoshes
- Introducing new security advances (data loss prevention, USB device control) for increased value of services
- Improving performance to minimize resource utilization at client sites
- Speeding reactivity with in-the-cloud protection and automated email communications

Challenge

For 15 years, AURAnEXt has achieved impressive rates of growth and built important partnerships with technology industry leaders. Today, the network solution provider is recognized for its superior ability to serve small and medium businesses, especially those with fewer than 100 employees.

The company's flagship solution, AURAvision, allows the service provider to remotely monitor networks, anticipate computer failures, and take preventative measures. On its website, AURAnEXt explains the reason for its diligent focus on security and preventative measures: “At a time when technological change and open information systems are progressing rapidly, the causes of computer disasters are increasing and losses amounting to millions of Euros.”

To protect business customers from computer disasters, AURAnEXt must rely on the best possible security solutions and continually evaluate both threats and the technology innovations that address them.

Solution

Trend Micro Worry-Free Business Security is the preferred solution for AURAnEXt's small business customers. “We have partnered with Trend Micro for more than 10 years,” said Benoit Michaux, the assistant manager of production at AURAnEXt, and an experienced engineering project manager. “We know all the different security solutions available, and we push our clients to install Trend Micro. We feel that Worry-Free Business Security is the best product for our customers.”

The security experts at AURAnEXt were among the first to evaluate the newest version of Worry-Free Business Security as soon as it was available. “We were very interested in the new Worry-Free Business Security features—data loss prevention, USB device control, and support for Macintoshes,” said Mr. Michaux.

“When we checked out the new version, we also immediately liked the interface enhancements. Worry-Free Business Security uses green and red indicators to show users which sites are okay to access and which sites are risky or unknown—this is important information and the interface makes it easy for users to get it.”

Another enhancement makes it easier for users to get help when they need it. “Worry-Free Business Security users can just click the new on-screen button to generate an email to

us or directly to Trend Micro,” said Mr. Michaux. “This immediate access and transfer of information is great.”

“The new release also gives us direct access for configuring client agents, without having to connect to the servers, and allows us to make changes on one client at a time to minimize impact on groups of systems. The new Worry-Free Business Security features give us better control and allow us to deliver service more quickly and transparently.”

Results

After testing out the new release, AURAnEXt is now moving ahead to upgrade its customers. “With the new Worry-Free Business Security solution, we can give our customers better protection,” said Mr. Michaux.

“We are also happy that we can tell businesses about the excellent compatibility, with expanded operating system support and protection for Macintoshes. Performance is also better—Worry-Free Business Security now uses less memory and processor resources. We are encouraging our customers to deploy it.”

Besides the latest enhancements, AURAnEXt endorses Trend Micro’s overall directions for small business solutions. Worry-Free Business Security is powered by the Trend Micro™ Smart Protection Network™ security infrastructure, which is hosted, maintained, and continually updated by Trend Micro’s security experts to block the latest threats before they reach the business.

“The Smart Protection Network—this is a good idea and a good direction,” said Mr. Michaux. “The combination of in-the-cloud protection and on-site software offers good performance and fast detection of new threats. The quick reactivity means that Worry-Free Business Security can really take charge of protection.”

“The Smart Protection Network is a good way to centralize information for fast access—we can have a quick exchange of information from clients all around the world. This approach should be very interesting to everyone. At AURAnEXt, we certainly appreciate it, and when we configure a new system, we take advantage of the Smart Protection Network.”

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DEPLOYMENT ENVIRONMENT

Typical customer: Small/medium business with 5 to 200 PCs; 1 to 10 servers

Trend Micro Worry-Free Business Security

Company Profile

AURAnEXt teams, engineers, technicians, and experts support all stages of the lifecycle of IT projects. During initial analysis and planning, the network solution provider identifies the real platform issues whether spanning a single site or multiple locations. Network solutions are developed to fit each customer’s needs and budget, and services extend through installation, deployment, integration, and maintenance phases.

Each project is based on a secure architecture that provides high availability, a trusted environment that maximizes individual and collective productivity, and appropriate equipment that ensures full compatibility between the new and existing technology. The technical teams at AURAnEXt are certified and receive ongoing training to take into account technological developments, ensure high quality solutions, and maintain the partnerships based on superior knowledge transfer.

Trend Micro Security

- Trend Micro Worry-Free Business Security

<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>

Trend Micro Enabling Technology

- Trend Micro Smart Protection Network

<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>



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