

Trend Micro Remains First Choice for Texas IT Service Provider

Trend Micro™ Worry-Free™ Business Security helps small businesses avoid data loss and protects both PCs and Macs.

“Worry-Free Business Security builds in data protection to keep information private and avoid data loss through email or USB devices. Any business that handles financial information, customer information, or credit card numbers needs this feature.”

— Bill Hair, President, My Computer Guy

EXECUTIVE SUMMARY

Customer Name: My Computer Guy

Industry: IT Services

Location: Rockwall, Texas

Web Site: www.mycomputerguy.com

Number of Employees: 12

CHALLENGE:

- Minimize the performance impact of security on desktop systems and servers
- Help customers keep up with security innovations
- Automatically block phishing attacks and malware before they require manual clean up
- Introduce protection for Macs

SOLUTION:

- Recommend Trend Micro Worry-Free Business Security
- Bundle Worry-Free Business Security into managed security services

BUSINESS RESULTS:

- Simplified protection, with one platform supporting PCs and Macs
- Extra value for small businesses, with integrated data loss prevention to protect sensitive information
- Improved performance
- Simplified installation

Challenge

Every year, the technology experts at My Computer Guy evaluate 10 to 12 software solutions. Keeping up with trends and advancements helps them deliver exceptional advice and service to their customers.

“Several years ago, we had many challenges with security solutions—performance and other problems,” said Bill Hair, president of My Computer Guy. “Today, the issues are more complex. Mac threats have become very significant, for example. Most users don’t realize that there are 6,000 threats that are created each day for Macs. This is not as fast growing as PC threats, but Macs have become viable targets for phishing scams and malware—and those are the things that take up most of our time as a service provider.”

The threats have changed, but My Computer Guy still faces the same basic challenges when it comes to security: identify and recommend the best solution for customers. They need to cost-effectively support the solution across a diverse base of business customers.

Solution

My Computer Guy turned to Trend Micro small business security solutions when products from other leading security vendors were slowing down PCs and becoming increasingly difficult to manage. Today, after more than five years of partnering with Trend Micro, My Computer Guy recommends Trend Micro Worry-Free Business Security for its small and medium-sized business customers.

“Since switching to Trend Micro, their security solutions have worked well for our customers and for our managed services business,” said Hair.

Worry-Free Business Security is powered by the Trend Micro™ Smart Protection Network™ security infrastructure, which delivers advanced protection from the cloud. Threats are blocked in real time, before they reach the business. Smart Protection Network’s unique cloud-client architecture includes a global network of threat intelligence sensors, collecting and correlating email, web, and file reputation information to dramatically reduce infections.

Even after years of success with Trend Micro solutions, the service provider does not take anything for granted. The staff at My Computer Guy had to test the latest release of Worry-Free Business Security before they could confidently recommend it to customers.

“We were anxious to try out the many advancements in the newest Worry-Free Business Security,” said Hair. “It gives us support for Microsoft® Exchange 2010, and other major features like integrated support for Macs, which is fantastic. It is so easy for attacks to steal information from a desktop system. Worry-Free Business Security protects Macs from these threats from the web that otherwise go undetected.”

New data loss prevention features also offer strong value to My Computer Guys customers. Hair explained, “Small organizations don’t often have in-house IT staff or even outsourced resources who pay attention to data loss prevention. Worry-Free Business Security builds in data protection to keep information private and avoid data loss through email or USB devices. Any business that handles financial information, customer information, or credit card numbers needs this feature.”

Results

“The latest version of Worry-Free Business Security gives our customers a faster security engine, a smaller footprint, all-in-one protection for PCs and Macs, and data loss prevention,” said Hair. “It will be a strong product, and we plan to roll it out to all our clients.”

My Computer Guy has always appreciated that Trend Micro solutions fit well into their service provider business model. The latest release offers them additional improvements in this area, as well.

“Installation has always been a breeze with Trend Micro solutions,” said Hair. “Worry-Free Business Security is now even easier. Setting up groups, making changes—the basic installation procedures are all simple. With other vendors’ security solutions, you always have to restart—or as many as three restarts if you are protecting Exchange. With Worry-Free Business Security, you usually do not have to restart the computer when you install. It is a very straightforward process.

“Worry-Free Business Security fits our business model—it makes sense to bundle it into our services. It’s easy to update and renew. We are increasingly moving towards managed services and sticking with Worry-Free Business Security is right for us and our customers.”

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DEPLOYMENT ENVIRONMENT

Small to mid-sized businesses
Microsoft and Dell solutions
Trend Micro Worry-Free Business Security

Company Profile

My Computer Guy is a locally owned and operated computer, network, and managed services company based in Rockwall, Texas. Since 1996, My Computer Guy has been a one-stop shop for business and residential customers in the Dallas side of the Metroplex. My Computer Guy has full-time Microsoft- and Dell-certified technicians on staff and can handle the purchase, set up, maintenance, upgrade, and day-to-day systems and network operations for offices and homes.

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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