

Service Provider Helps Small Businesses Address Compliance

Updating customers to the latest Trend Micro™ Worry-Free™ Business Security software boosts data loss prevention.

“At a time when compliance issues and the dangers of using USB devices are worrying many small businesses, we can share the good news with our clients that Worry-Free Business Security is actually helping them eliminate risks.”

— Kevin Royalty, Managing Partner, Total Care Computer Consulting

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EXECUTIVE SUMMARY

Customer Name: Total Care Computer Consulting

Industry: IT Services

Location: Centerville, Ohio

Web Site: www.totalcarecc.com

Number of Employees: 5

CHALLENGE:

- Provide small businesses with broad protection from escalating threats
- Help clients meet evolving compliance requirements
- Introduce effective data loss prevention to safeguard vital data assets
- Cost-effectively deliver affordable managed services for the security solutions

SOLUTION:

- Migrate small business customers to Trend Micro Worry-Free Business Security
- Manage Worry-Free customer base with Trend Micro™ Worry-Free™ Remote Manager

BUSINESS RESULTS:

- Simplicity of a single security platform tailored for small businesses
 - Access to the latest data loss prevention advancements, providing customers with the ability to enforce company policies and protect ownership rights for data assets
 - Integrated support for both PCs and Macs
 - Enhanced customer satisfaction, with proactive security, enhancements that address current concerns, and shortened time to problem resolution
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Challenge

Total Care Computer Consulting brings in-depth industry experience to its clients, with emphasis on meeting the unique needs of small businesses. The service provider's customers include a broad range of businesses, with a typical client infrastructure including a Microsoft Small Business Server system and approximately 10 PCs and laptops.

In recent years, the challenges relating to security have escalated. “Compliance requirements are changing the way that small businesses have to operate,” said Kevin Royalty, managing partner at Total Care Computer Consulting.

“This is a new area for small businesses. Large companies have been dealing with this for a while, but recent laws have made it clear that business owners will be held accountable for compliance—no matter what size the business. Our clients need comprehensive security solutions, at prices they can afford, so that they can keep up with the evolving industry regulations.”

Solution

“I have been a very happy Trend Micro user for 15 years, and an advocate of Trend Micro small business security solutions since I first started working with them in 2001,” said Royalty. “Today, I still think that Trend Micro Worry-Free Business Security is far better than other vendors' products, many of which were not originally designed for small businesses.”

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.

“Trend Micro helps our customers keep up with increasingly stringent compliance requirements without complicating their on-site infrastructure,” said Royalty. “We always look for solutions that help small businesses keep their costs low, and stay focused on their real business. Worry-Free Business Security, with Smart Protection Network, is this type of solution. It blocks many threats proactively—in the cloud—before they can infect the company's systems or lead to data loss, and therefore helps businesses demonstrate their diligence regarding compliance.”

Total Care recently deployed the latest release of Worry-Free Business Security. “We are very confident about recommending the newest Worry-Free Business Security solutions. Our customers will be very happy with the data loss prevention and the enhanced USB device control features,” said Royalty.

“Most companies don’t want to admit if they have a data breach—they don’t want to talk about it or publicize it. But this has been a hot button for many of our customers. We are hired by businesses to investigate breaches. Other customers come to us for advice about maintaining tight control over their most valuable data assets. The data loss prevention and device control features in Worry-Free Business Security allow us to give these businesses visibility and control over their data. Realtors, title companies, and other small businesses with high employee turn-over will really benefit from the latest advancements.

“Any business that wants to enforce their ownership rights for customer databases or other valuable information needs a solution like Worry-Free Business Security that addresses the potential for data leaks through email and USB devices, and also blocks threats coming in from those sources.”

The new Worry-Free Security release also integrates protection of both PCs and Macs in a single security platform. “In the past, we had to isolate Mac systems,” explained Royalty. “Now with the support of Macs, Worry-Free Business Security improves our ability to efficiently manage the customer’s entire infrastructure. I can see the status of those desktops and their security software. For the users, they can be given full access to network resources without putting the business at risk.”

Results

The latest release of Worry-Free Business Security has validated Total Care’s exclusive endorsement of Trend Micro security solutions for small business customers. “Our business model is shifting to managed services, so it is very important to us—and to our clients—that we can automate our support services,” said Royalty.

“Worry-Free Business Security gives us features that minimize manual tasks. For example, Trend Micro Worry-Free Remote Manager helps us monitor all of our customers using a single console. So we can manage security at a lower cost. As far as I know, no one else offers a console with the same features as Worry-Free Remote Manager—this is another reason we are glad to partner with Trend Micro.

“Any service provider that is moving towards a managed-services business model is wise to choose Trend Micro security products. We feel so strongly about using Trend Micro that we turn down ‘free’ solutions that are sometimes bundled in with other software. We would rather go with what we know works, and that is Worry-Free Business Security.”

Next Steps

After completing testing of the new Worry-Free Business Security solution, Total Care began helping its customers take advantage of the new features. “The data loss prevention features added to Worry-Free Business Security will help small businesses track and protect their data assets,” explained Royalty.

“At a time when compliance issues and the dangers of using USB devices are worrying many small businesses, we can share the good news with our clients that Worry-Free Business Security is actually helping them eliminate risks.”

Total Care is also using another new feature in the latest release to enhance customer support, and speed problem resolution for their customers. “A new Worry-Free Business Security user interface feature lets us introduce a help link in the lower left corner of the client window,” said Royalty.

“If they have any security issue, they just click on that link, and it not only pops open an email window addressed to us, but it gathers and sends along valuable status information from their system. When we get the email, we have the details we need to very quickly figure out what is going on in their environment. This is a huge plus for us—it makes it easy for our customers and us, and it helps us raise the level of service we provide without the cost or management overhead of introducing another software solution.”

DEPLOYMENT ENVIRONMENT

Customer sites in Ohio and Kentucky
Average customer: 10 PCs and 1 server
Microsoft Small Business Server
Trend Micro Worry-Free Business Security

Company Profile

Total Care was founded in 2007 to help small businesses in the Dayton, Ohio and Northern Kentucky area get the most out of business technology. Over the years, the professionals at Total Care have helped hundreds of small businesses relieve their technology worries so that they can concentrate on growing their businesses and realizing their goals. Clients often tell Total Care that they now spend less time on IT tasks and more time on their core competencies. Total Care helps them put the focus back on the business.

Trend Micro Security

- **Trend Micro Worry-Free Business Security**
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Trend Micro Worry-Free Remote Manager**
<http://www.trendmicro.com/wfrm>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://us.trendmicro.com/us/trendwatch/core-technologies/smart-protection-network/>



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