

Atos Origin Delivers World-Class Managed Operations Services with Help from Trend Micro™ xSP Partner Solutions

Atos Origin is an international information technology services company. Its business is turning client vision into results through the application of consulting, systems integration, and managed operations. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games and has a client base of international blue-chip companies across all sectors.



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— **Gerrit Pot,**
Product Manager
Atos Origin

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KEY BENEFITS

- **Superior technology.** Broad range of enterprise solutions delivers multilayered security.
- **Flexible licensing.** xSP Partner Solutions can be tailored to the service provider’s business model.
- **Fast response.** 24x7 access to security experts enables compliance with service-level agreements.
- **Team effort.** Consultative team selling maximizes value for the end customer.

FLEXIBLE SOLUTIONS FOR TAILORED SECURITY

Atos Origin’s Managed Operations business accounts for approximately half of Atos Origin’s annual revenues. The global customer base relies on the outsourcing operation for infrastructure and application services. The service provider tailors its turnkey managed solutions to industries such as multinational industries, financial institutions, pharmaceutical, and many others. Each customer has unique requirements that span complex, multi-site operations.

Security solutions are vital for each customer as well as for the overall profitability of the managed service business model employed by Atos Origin.

“We were having trouble with the virus scanning gateway solutions we previously deployed,” explained Fred van Schagen, a technical consultant at Atos Origin. “After

an in-depth product evaluation, we determined that Trend Micro xSP enterprise solutions could give us the flexibility we needed to tailor security for each customer. Trend Micro’s solutions also covered the range of hardware and software platforms that we needed to protect. Switching to Trend Micro was the best choice for us.”



Atos Origin started with Trend Micro messaging security solutions to filter out unwanted email content. Through the years, the company has introduced Trend Micro’s enterprise security framework including web security. Today it relies on the entire product line to maximize protection of its customers and avoid time spent cleaning up after attacks that would otherwise make it onto networks and systems.

FITTING INTO THE MANAGED OPERATIONS BUSINESS MODEL

As a pioneer and leader in managed services, Atos Origin has evolved its business model to give large, global customers the right IT services at the right price. These include infrastructure services, application management, messaging, outsourcing, and security solutions. “The Trend Micro xSP Partner Solution gives us a licensing structure that fits with our business model,” said Fred.

The breadth of the Trend Micro enterprise product line and the licensing flexibility of the xSP Partner Solutions allow Atos Origin to tune security solutions within their service framework. “Trend Micro xSP Partner Solutions make it easy to build security into our managed services—we don’t have to force-fit the same solution into every infrastructure,” said Gerrit Pot, product manager. Atos Origin delivers services from its own data centers as well as on customer sites. Some customers are supported on shared systems and others have customer-dedicated platforms. Per-user pricing allows Atos Origin to offer all of its customers low start-up costs and pay-as-you-grow services, which have proved vital within enterprise markets.

The customers that contract managed services demand aggressive pricing, and also require evidence of the value being delivered. “Trend Micro xSP solutions provide the bottom-line protection our managed services customers demand, and the reporting capabilities help us make that value visible to them,” Gerrit explained. “Part of our basic service is regular reports showing the numbers of threats that were caught or preempted. With Trend Micro solutions, we can demonstrate that we are getting the job done.”

THE HUMAN ELEMENT: TREND MICRO PREMIUM SUPPORT

Trend Micro xSP Partner Solutions include support tailored to each service provider’s business. “Support is very important—as important as the product itself,” said Fred. “Our xSP Partner agreement includes Trend Micro Premium Support, which gives us a Technical Account Manager that is responsive and knows all about our business. With the technical resources of Trend Micro Premium Support, we can comply with even the most stringent service-level agreements.”

DELIVERING VALUE THROUGH PARTNERSHIP

“Our working relationship with other teams within Trend Micro also gives us the ability to suggest product enhancements and our partnership helps Trend Micro deliver technology that is optimized for today’s enterprises,” explained Fred. “It takes this team effort to deliver technology and services that can translate into true business value and competitive advantages for our customers. Relationships are very important—our customers benefit from our good relationship with Trend Micro. Ultimately, they are served more promptly and benefit from our joint efforts.”

CORPORATE PROFILE

Atos Origin Paris, France (Headquarters)

Atos Origin, a premier global IT services provider, delivers integrated design, build, and operate solutions to large multi-national clients. More than 60% of the company’s revenues are from recurring business (multi-year outsourcing and application maintenance contracts). The company’s three major service lines include Consulting, Systems Integration, and Managed Operations. Atos Origin is the Worldwide Information Technology Partner for the Olympic Games, and has a client base of international blue-chip companies across all sectors.

- **Industry/Vertical** IT Services
- **Employees** 50,000 in 40 countries
- **Revenue** EUR 5.4 billion
- www.atosorigin.com

TREND MICRO SOLUTIONS

- **Trend Micro xSP Partner Solutions**
<http://us.trendmicro.com/us/partners/x-Service-Providers>
- **Trend Micro Enterprise Messaging Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/messaging-security/index.html>
- **Trend Micro Enterprise Endpoint Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/endpoint-security/>
- **Trend Micro Enterprise Web Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/web-security/>
- **Trend Micro Enterprise Network Security**
<http://us.trendmicro.com/us/solutions/enterprise/security-solutions/network-security/index.html>
- **Trend Micro Premium Support Services**
<http://us.trendmicro.com/us/products/enterprise/premium-support/index.html>



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