



Securing Your Journey
to the Cloud



Trend Micro™

Select Support EMEA



Trend Micro understands that the ever increasing complexities of the threat landscape today can lead organisations to question whether their security solution is working to its optimum performance.

Trend Micro Select Support has been designed to give your organisation peace of mind. We know that at times you need an expert on-hand to health-check or assist with upgrades to the latest version of the software.

With two levels of support services available, Trend Micro can deliver the type of support to suit your particular business needs.

Select and Select+ provide you with direct access to Trend Micro specialists. Our team of experts have a wealth of knowledge and experience ensuring that your issues are resolved quickly and efficiently. You can call us directly, use instant chat or email, so it's easy and convenient for you to get a prompt response. For more complex technical issues, we can access your system remotely to enable troubleshooting by one of our engineers without the need to execute intricate procedures. These services are provided in local languages for many European countries during regular business hours. Our Trend Micro Select+ offering extends this service to 24/7, 365 days a year.

As well as helping you to fine tune your installation, we will also provide you with regular product and threat updates; helping you to keep abreast of the latest emerging threats, product patches, or new features.

Take a Trend Micro Select Support package and ensure that you get the maximum return on your investment in your Trend Micro security solutions.

KEY FEATURES

Direct vendor access:

Get fast and efficient help for Trend Micro solutions or malware related question

Phone/Chat:

With our live chat feature, you can get instant responses to your questions

Remote Access:

By remotely accessing your network, our Trend Micro Service Engineers can offer diagnostic and troubleshooting services, resolving any issues without time consuming onsite visits

24/7:

Round the clock support to ensure maximum uptime for your organisation*

Proactive Alerts:

Get the latest Product or Malware related news

Product Independent:

Trend Micro Select Support is available across the Trend Micro solution portfolio (excluding Deep Security and Consumer software).

AVAILABILITY

Trend Micro Select Support EMEA is available Monday to Friday (8h00 GMT to 16h30 GMT) in English, French, German, Italian & Spanish language
Select+ 24x7 out of hours support is provided in English

AVAILABLE PRODUCTS

Trend Micro Select Support is available for Enterprise and Worry-Free Business Security solutions. Excludes Consumer solutions.

*24/7 support is part of our Select+ offering.



TREND MICRO SELECT SUPPORT EMEA		
SUPPORT LEVEL	SELECT	SELECT+
Free Phone Number	✓	✓
Speed of Answer	30 sec	30 sec
Access Hours	8-4.30 GMT	24*7
Online Case Submission Response	4 working hours	4 hours straight
Level 2 Engineer Expertise	✓	✓
Chat	✓	✓
Remote Access	✓	✓
Malware Support Mail and Phone	✓	✓
Customer Care Direct Access	✓	✓
Case History Access	✓	✓
Proactive Alerts	✓	✓
24x7 support available in English only, outside of regular business hours		



OTHER SUPPORT OPTIONS AVAILABLE TO CUSTOMERS ARE:

- Foundation Support for customers up to 250 User
- Support through Channel partners on all levels
- Premium Tickets for Customers
- Premium Support Bronze, Silver, Gold and Diamond

GO TO: <http://uk.trendmicro.com/uk/products/select-support/>

