

Worry-Free Business Security Hosted *for small offices*

External FAQ

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WORRY-FREE BUSINESS SECURITY HOSTED

1. WHAT IS WORRY-FREE BUSINESS SECURITY HOSTED?

Trend Micro™ Worry-Free™ Business Security Hosted for Small Offices protects multiple PCs, notebooks located in or out of the office from viruses and other threats. Since Trend Micro hosts the web security console, customers can easily centrally manage and review security from anywhere. It does not require a server or impact existing server resources.

2. WHICH COMPUTERS DOES WORRY-FREE BUSINESS SECURITY PROTECT?

Worry-Free Business Security protects the following computers:

- PC/desktop: Microsoft™ Windows™ 2000 (32-bit only), Windows XP SP2 or later, Windows Vista,
- Server: Windows Server 2003 SP1 or later, Windows Server 2008, Windows Home Server (32-bit only).

3. WHAT SERVICE OR SERVICES ARE SPECIFICALLY HOSTED IN WORRY-FREE BUSINESS SECURITY HOSTED?

The security server component and the management console are hosted and maintained by Trend Micro. A small office does not need to install security server software or maintain it. Endpoints (servers and PCs) still will have software installed to be protected, even when offline.

4. WHICH BUSINESSES BENEFIT MOST FROM WORRY-FREE BUSINESS SECURITY HOSTED?

Small businesses which would benefit the most from Worry-Free Business Security Hosted fit the following description:

- Have 10 or less employees
- Don't have a server or don't want to install additional software on to existing servers.
- Are using consumer solutions to try to protect multiple PCs/notebooks

FEATURES/BENEFITS

5. WHAT ARE THE KEY FEATURES?

- Unique web threat protection
 - More effective protection, less resources: Automatically stop latest web threats before they reach your business with fewer resources (unique Web Threat Protection) while preventing employees' PCs from slowing down to protect against web threats
- Management console/functions hosted by Trend Micro
 - Zero administration- No configuring or updating to protect employee computers.

6. WHAT ARE THE KEY BENEFITS?

1. Centrally manage and monitor multiple desktops without the need for a server or impacting existing server resources
2. Check status of protection for out of office or travelling notebooks
3. Minimize effort to configure and maintain protection for multiple PCs.

7. WHAT ARE THE DIFFERENCES AMONG THE WORRY-FREE BUSINESS SECURITY EDITIONS?

Features	HOSTED	STANDARD/ ADVANCED 5.1
Location of web console, security server software	Trend Micro	Customer
Web Threat Protection (powered by Smart Protection Network)	✓	✓
Desktop and file server anti-virus, anti-spyware, anti-rookits, anti-bots	✓	✓
Managed by Worry-Free Remote Manager	✓ (2H' 09)	✓
Damage Cleanup Services, personal firewall	✓	✓
Pop 3 anti-spam blocking	✓	✓
Worry-Free Location Awareness	n/a	✓
Vulnerability assessment, Outbreak Defense	X	✓
Application Behavior Monitoring, Intuit® QuickBooks® Protection	X	✓
Supports Windows SBS 2008, EBS 2008	X	✓
Instant messaging, wireless protection	X	✓
Integrated Email Reputation Services, Exchange 2007 Support, bundled IMHS	n/a	✓ (Advanced)
Anti-spam, anti-phishing, content filtering	n/a	✓ (Advanced)

8. HOW DO TREND MICRO CONSUMER AND WORRY-FREE BUSINESS SECURITY HOSTED SOLUTIONS COMPARE?

Features	HOSTED	Trend Micro Internet Security /Pro 2009
Protect multiple PCs, notebooks, and file servers	✓	
Web-based console, access anywhere	✓	
Can generate overall security reports	✓	
PCs can get updates from another computer on network	✓	
Web threat protection (powered by Smart Protection Network)	✓	✓
Pop 3 anti-spam blocking	✓	✓
Instant messaging protection		✓
Parental controls, Trusted/Untrusted Program list		✓
Wireless protection, block wireless intruders		✓
PC Performance tuner, remote file lock		✓ (Pro version)

9. WHEN WILL WORRY-FREE™ REMOTE MANAGER SUPPORT WORRY-FREE BUSINESS SECURITY HOSTED?

Worry-Free Remote Manager allows channel partners to manage multiple customers from one console. Worry-Free Remote Manager support is slated for late 2009, with the next planned version of Worry-Free Business Security Hosted 3.0.

10. WHY SHOULD I SUBSCRIBE?

Trend Micro Worry-Free Business Security Hosted is specifically designed for small offices and offers the following advantages:

- Gain centralized protection for multiple PCs/notebooks without requiring a server
- No need to configure or spend time maintaining protection
- Keep protection for desktops, notebooks updated without any employee involvement
- Use fewer computer resources to stop latest threats from reaching desktop or notebooks

11. HOW IS WORRY-FREE BUSINESS SECURITY HOSTED UNIQUE?

It is the only hosted endpoint solution on the market that:

- can allow small businesses to centrally manage protection for multiple PCs/notebooks AND
- has Web Threat Protection which can stop viruses, spyware, and other threats from the web before they reach computers without causing PCs to slow down.

12. ARE WE PROVIDING CROSS-GRADE OR MIGRATION PRICING FROM OTHER WORRY-FREE SOLUTIONS?

Please contact your local sales representatives or resellers in your region.

13. WHEN IS WORRY-FREE BUSINESS SECURITY HOSTED AVAILABLE?

April 6, 2009.

14. WHICH LANGUAGES ARE AVAILABLE?

English, French, German, Spanish, and Italian.

15. ARE TRIAL VERSIONS AVAILABLE?

Yes, 30-day free trial versions are available. After 30 days, if you decide to purchase you can directly upgrade to the paid version and the same computers will remain protected. There is no need to install any additional software.

16. DO I NEED A REGISTRATION KEY TO USE TRIAL VERSION?

No.

MIGRATION: TRIAL TO PAID

17. WHEN USERS WANT TO PURCHASE, WHEN SHOULD THEY CHOOSE THE MIGRATION OPTION? WHAT DOES IT DO AND WHAT GETS MIGRATED?

This migration option is for trial customers to migrate all their Trial customer account information to their Paid account. It saves time. By using this option, they continue managing the same protected computers without having to reinstall any software. The following information is migrated: logs, reports, and client settings.