



MSP Delivers Cost-Effective Security Services with Help from Trend Micro™ Worry-Free™ Remote Manager

Hall Computer Services (HCS), established in 1983, has been around as long as the personal computer industry. The company's reputation for quality service and efficiency comes from a track record for building highly reliable IT networks. HCS has standardized on Trend Micro™ Worry-Free™ Security Solutions to deliver the best protection to its clients and minimize the cost of management.

“Worry-Free Remote Manager is a great solution for resellers who truly understand the directions they need to take towards a profitable and viable future.”

— Gary Hall, Founder, Hall Computer Services, Brisbane, Queensland, Australia

KEY BENEFITS

- Enables proactive, responsive service, while fully protecting customers
- Provides a central console for remotely overseeing security solutions at all client sites
- Maintains the familiar console look and feel of Worry-Free solutions for an easy transition
- Scales managed services without requiring additional staff, training, or data center infrastructure

Protection for SMBs and Sensitive Customer Information

The IT professionals at HCS serve a broad base of customers including professional offices, small private hospitals, accounting companies, recruiters, and financial advisors. Building an effective IT structure for these clients hinges on deploying the best security technology and solutions available. HCS customers do not have in-house IT resources, and count on HCS to recommend solutions that will protect their businesses and ensure customer privacy. In addition, HCS must deploy security solutions that help SMB clients meet the stringent Australian governance regulations, and guard against attacks that have evolved from simple viruses to today's blended threats. Increasingly, customers are also asking for built-in protection from internal threats such as employees that might attempt to relay restricted or private information to third parties.



High-Level Project Goals

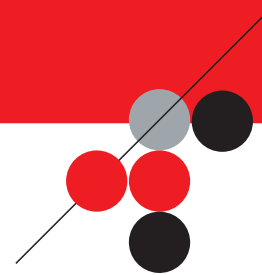
- Build reliable, secure networks that allow clients to focus on their core business
- Efficiently support customer infrastructures from a centralized, remote location
- Ensure systems are free from malware and running the most current security software
- Rapidly identify and address any potential security issues at any customer site

Why Trend Micro?

When Trend Micro began doing business in Australia almost ten years ago, HCS recognized the superiority of the Trend Micro security solutions. “The integrated products and centralized management set Trend Micro apart from the competition right from the start,” explained Gary Hall, the founder of HCS. “They were the first to cover the desktop, servers, and gateways with a centralized management console. We have been with Trend Micro ever since and it has never let us down. Trend Micro works WITH you. Lots of other vendors don't. Trend Micro listens and gives us what we need to succeed in our business.”

The Best Tools for the Job

The expertise of the HCS team has given its customers excellent results and its operational efficiency has contributed to healthy profit margins while maintaining competitive. “We can be efficient only when we have the right tools and products to meet our customers' requirements and Trend Micro Client Server Messaging Security for SMB fits this bill perfectly,” said Hall. “The feature list is sensational and we get a console that helps us quickly identify security issues. Unlike products that provide endless log data, Trend Micro Worry-Free solutions highlight the exceptions that require our attention.”



HCS recently deployed Trend Micro Worry-Free Remote Manager, gaining a single console that can be used to monitor and manage all its Worry-Free customers simultaneously. The installation was fast and easy, requiring only the installation of an agent on each security server (not on clients). In less than one hour, the HCS staff was able to take advantage of the familiar interface and capabilities including:

- Centrally managing multiple Worry-Free customers from a single Web console, with the ability to customize monitoring levels to each customer's needs and service agreements
- Remote commands for configuring Worry-Free solutions, deploying patches, and immediately responding to security issues
- Reporting and analysis features including graphical reports and summary dashboard data

"With Trend Micro Worry-Free Remote Manager, we just got the icing on the cake," said Hall. "A single console to monitor and manage all client security solutions, highlight issues, do reporting, and provide tools for cleanups and patches - brilliant! That it uses the same console that our engineers already know and love - priceless!"

Scaling Services without Increasing Staff

"Businesses trust us to protect their infrastructures," explained Hall. "Now, with Trend Micro Worry-Free Remote Manager, I can maintain this trust by scaling up our managed services without compromising on service quality. The new console essentially buys back time, so we can deliver, monitor, and maintain high-quality security services cost-effectively. We can do it profitably without investing in extra infrastructure or increasing our head count or skill sets. Worry-Free Remote Manager is a great solution for clients, and it's a great solution for resellers who truly understand the directions they need to take towards a profitable and viable future."

Faster, More Proactive Service

It is inevitable that security software is sometimes disabled or an antivirus pattern update is missed on some systems. Worry-Free Remote Manager allows HCS to react more quickly to these and other situations that arise. "When we can spot a problem faster, it won't escalate," explained Hall. "A small problem doesn't turn into a five-hour or two-day marathon. With managed services, we have to see things fast, and Trend Micro Worry-Free Remote Manager lets us do that."

Customer Profile

Hall Computer Services • Brisbane, Queensland • www.hallcomp.com.au

Established in 1983 and based in Brisbane, South East Queensland, Hall Computer Services (HCS) is a Microsoft Certified Partner serving small- and medium-sized businesses. The HCS managed IT services give high-quality, cost-effective solutions to a broad range of businesses. The company prides itself on professionalism and competency, and has evolved its offerings to include a fixed-priced base service and optional managed network services. HCS is a Trend Micro Premier Partner.

Industry/Vertical: IT and network services for SMB • **Typical Client Infrastructures:** 10-30 PCs, 1-3 servers running Microsoft Small Business Server software (no in-house IT)

TREND MICRO PRODUCTS

Trend Micro Client Server Messaging Security for SMB

<http://us.trendmicro.com/us/products/sb/client-server-messaging-for-smb/>

Trend Micro Worry-Free Remote Manager

<http://www.trendmicro.com/wfrm>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products, visit our Web site at www.trendmicro.com.

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