



**TREND**  
MICRO™

Securing Your Web World

# Trend Micro™ Premium Support

## Personalized, Proactive Technical Support



Enterprise Technical Support





Securing Your Web World

## Staying Ahead of the Bad Guys

Chances are your company has already invested heavily in IT security. But do you have up-to-the-minute threat intelligence needed to protect your business from the latest threats? And do your IT administrators have the means to resolve support issues quickly and efficiently? Knowledge is power—especially in today's world where malware writers are highly organized and have access to engineers who are capable of developing complex, deceptive threats.

Motivated by the lure of illegal profits, cyber criminals are continually developing new, more sophisticated techniques to avoid detection. Multiple variants, blended threats, deep compression, staged attacks with gradual downloads, and morphing techniques are just a few of the challenges that can turn corporate security into a guessing game. In this environment, effective protection requires not only powerful technologies, but also proactive threat management and expert support services.

*"Trend Micro Premium Support has **kept us ahead of evolving security threats**... Combined with in-depth knowledge of Trend Micro technology, our [Technical Account Manager] is able to **address our concerns and needs very quickly.**"*

—**Gary Hill**, Senior Director, Enterprise Information Security  
Georgia-Pacific Corporation

*"The attacks were very quick and came with multiple variants. But with Trend Micro Premium Support, we **settled the problems within just a few hours.**"*

—**Edwin Budi Sutra**, Vice President of IT Security  
Bank Mandiri





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## Trend Micro™ Premium Support



Trend Micro™ Premium Support offers personalized, proactive technical support with a designated Technical Account Manager (TAM) as your primary point of contact.

You will benefit from highly responsive service, faster resolution of support issues, and direct access to in-depth technical expertise. Tiered options give you greater flexibility to choose a support program tailored to fit your business-specific needs.

### Key Benefits: Improving Network Security

- **Gives** you direct access to a designated technical expert
- **Resolves** support issues faster—with priority handling
- **Provides** highly-responsive, personalized service
- **Maximizes** efficiency and frees your IT resources
- **Alerts** you to new threats before problems occur

### Technical Account Manager

Your designated TAM works to expedite all of your service requests, while also providing you with expert advice. By getting to know your support history and IT security strategies, your trusted security advisor can evaluate and diagnose support problems in the proper context—to achieve optimal outcomes.



### Global Support Capabilities

Trend Micro's support presence spans the globe. Our TAMs are located in more than 20 countries where they provide customers with local support in more than 12 languages. At the Gold and Diamond Premium Support levels, we offer international TAM support in regions around the world.



## Return On Investment

With access to advanced antivirus, content security, and technical intelligence, your TAM is equipped to resolve your service requests more quickly—and prevent potential problems before they occur. By improving the overall effectiveness of your network security, Premium Support helps you maximize the value of your product investment.

*“All throughout our history with Trend Micro, Premium Support has helped us get **the most value out of our security solutions**. We know we have the support of the entire Trend Micro team to ensure our success.”*

— **Cindy Harrison**, Project Leader, Information Services Analyst, Kawasaki Motors Corporation



### Key Features of Premium Support

We now offer three levels of Premium Support—Silver, Gold and Diamond. The higher the level of support, the greater the flexibility you have to choose customized services tailored to your business needs.

| KEY FEATURES & SERVICES                              | Silver Premium Support | Gold Premium Support | Diamond Premium Support |
|--|------------------------|----------------------|-------------------------|
| Technical Account Manager (TAM)                      | Designated             | Designated           | Exclusive               |
| Priority Case Handling with 24x7 Access              | ✓                      | ✓                    | ✓                       |
| Proactive Threat Alerts                              | ✓                      | ✓                    | ✓                       |
| <b>NEW!</b> Malware Health Check                     | ✓                      | ✓                    | ✓                       |
| <b>NEW!</b> Best Practices Guides                    | ✓                      | ✓                    | ✓                       |
| <b>NEW!</b> Technology Insider Program               | ✓                      | ✓                    | ✓                       |
| <b>NEW!</b> Advanced Malware Incident Assistance     | ✓                      | ✓                    | ✓                       |
| <b>NEW!</b> Tailored Account Planning and Management |                        | ✓                    | ✓                       |
| Account Status Meetings and Customized Reports       |                        | ✓                    | ✓                       |
| 2-Hour Virus Response Service Level Agreement        |                        | ✓                    | ✓                       |
| Options for International TAM Support                |                        | ✓                    | ✓                       |
| Onsite Visits  |                        |                      | ✓                       |
| <b>NEW!</b> Product Deployment Assistance            |                        |                      | ✓                       |
| <b>NEW!</b> Product Best Practices Assessment        |                        |                      | ✓                       |
| <b>NEW!</b> Crisis Management Planning Assistance    |                        |                      | ✓                       |
| <b>NEW!</b> Threat Awareness Audit Service           |                        |                      | ✓                       |



## Features in Detail

### **NEW! Best Practices Guides**

You gain access to in-depth best practices guides, enabling you to configure your Trend Micro security—for optimal protection.

### **NEW! Malware Health Check**

Your TAM assesses your organization's security practices, benchmarking them relative to similar organizations.

### **NEW! Advanced Malware Incident Assistance**

In the event of a severe malware infection, your TAM, working with other Trend Micro experts, will follow a proven, comprehensive approach to help you stop the outbreak and remove the malware.

### **NEW! Technology Insider Program**

This comprehensive program is designed to bring you closer to Trend Micro technology, ensuring that you are “in-the-know” about upcoming product developments that affect your business.

### **Proactive Threat Alerts**

When a new threat emerges, your Technical Account Manager will personally alert you if Trend Micro determines the malware poses a particularly high risk to your business. The service also delivers automated threat notifications so you can take proactive measures to avoid adverse consequences.

### **2-Hour Virus Response Service Level Agreement**

This feature of Gold and Diamond Premium Support ensures that a pattern file, guaranteed to detect the virus, will be delivered within two hours of your virus case submission. This applies to virus case submissions that you define as urgent.

### **Tailored Account Planning and Management**

With Gold or Diamond Premium Support, you gain greater flexibility to choose a support program tailored to your specific needs. We'll help you to create a customized support plan and then use it as a roadmap to manage your program, ensuring that end results are optimized to meet your needs and expectations.

### **Account Status Meetings and Customized Reports**

As a Gold and Diamond Premium Support customer, you gain the benefit of regular account review meetings with your TAM. You will receive detailed, customized reports based your account history and status that are of special interest to you.

### **Enhanced Online Resources**

Premium Support online resources ensure that you are well-informed about products, technical support issues, service case status, and other developments that affect your business. Features include a Case Management Tool and Premium Knowledgebase.





## Value Added Services for Diamond Premium Support

### Threat Awareness Audit Service:

Trend Micro will assist you and provide the tools to conduct a test of your employees' behavior in response to a simulated email-based malware attack.

### Product Best Practices Assessment:

We will assess your deployment of one or more Trend Micro products relative to best practices as defined by Trend Micro security experts.

### Product Deployment Assistance:

Project-based consulting service to assist you in deploying Trend Micro products for optimal results. It is based on proven methodologies and backed by product experts.

### Crisis Management Planning Assistance:

Trend Micro will assist you in reviewing or creating documentation that will prepare you for an IT security crisis.

## Your Choice - Value Added Service for Gold Premium Support

As a Gold Premium Support customer, you gain the flexibility to choose of one of the Diamond Premium Support value added services that fits your specific needs:

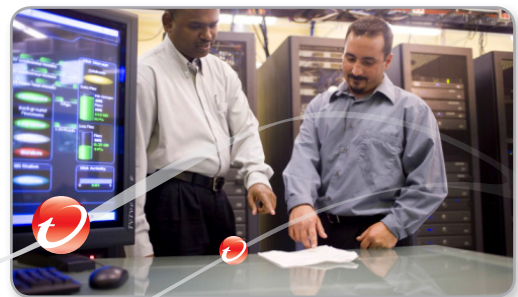
- Product Best Practices Assessment
- Product Deployment Assistance
- Crisis Management Planning Assistance

*"Unlike other vendors, Trend Micro offers us sound and reliable support service. I feel secure knowing that if there is an outbreak or emergency situation, and we need advice or support, Trend Micro is always there with a first-class service."*

— Director of Messaging and Collaboration, DHL

*"With Premium Support, Trend Micro complements my in-house staff with direct access to a Technical Account Manager. Our TAM helps us to resolve any support issues as quickly as possible so that we are free to focus on other issues."*

— Patrick D. Heisinger, CISSP, Senior Technical Specialist, Information Systems BJC Healthcare





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## OTHER SUPPORT OPTIONS

### Customized Support Programs

Additional customized support programs are available for Diamond Premium Support Customers.

### Standard Support

Standard product maintenance includes basic telephone support, available during business hours (5 a.m. – 5 p.m. Pacific Time). Newly licensed products include one year of maintenance.

### 24x7 Support

For customers who do not opt for Premium Support but do require all-hours access to telephone support, 24x7 access is available as an option.

### TrendLabs<sup>SM</sup>

Trend Micro<sup>TM</sup> Premium Support is backed by TrendLabs<sup>SM</sup>, our global network of research and support centers where engineers continuously develop new threat intelligence and deliver the means to detect, preempt, and eliminate attacks.

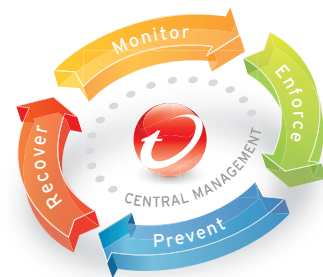
### Trend Micro Enterprise Protection Strategy

Trend Micro<sup>TM</sup> Premium Support is in integral part of the Trend Micro<sup>TM</sup> Enterprise Protection Strategy, a fully integrated, multi-layered security framework—for comprehensive network protection. For more information please visit: [www.trendmicro.com/en/products/eps](http://www.trendmicro.com/en/products/eps)

*“At Trend Micro we keep a constant eye on emerging and evolving threats to help customers stay fully protected. Our support team is dedicated to providing proactive, expert service—so you can get the most out of Trend Micro security.”*

— **Mitchel Chang**, Vice President of Global Technical Support  
Trend Micro, Incorporated

- Monitor
- Enforce
- Prevent
- Recover



ANTI-SPYWARE



ANTI-SPAM



ANTIVIRUS



WEB REPUTATION



ANTI-PHISHING



WEB FILTERING

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**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 and services, visit our Web site at [www.trendmicro.com](http://www.trendmicro.com).

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