

Solution Provider Adds All Customers to Trend Micro™ Worry-Free™ Remote Manager in Less Than a Day

Dennis' Computers & Backup Services gives customers and resellers quality servers and desktops that are built using the latest technology, and backed by full service and support. Security solutions are included in each system, to protect users and minimize ongoing support efforts.

.....

“After I read about how Worry-Free Remote Manager works, I knew it was perfect for us. Within 24 hours of learning about it, we were using it to save time and increase protection for our customers.”

— Dennis Evans
Dennis' Computers
& Backup Services

.....

KEY BENEFITS

- **Profitable managed services.** Consolidated view of customers minimizes time required to monitor and manage all sites.
- **Proactive support.** Security issues are visible sooner, allowing proactive identification and resolution of issues.
- **Fast, easy start up.** Simple process for adding Worry-Free customers to Worry-Free Remote Manager.
- **Hosted solution.** Trend Micro's secure, hosted infrastructure saves time and lets service providers focus on their core competencies.

ESTABLISHING A REPUTABLE OEM BRAND

Dennis' Computers offers its customers affordable, high-quality systems built from industry-leading components. Small-office/home office (SOHO) and small/medium businesses (SMBs) choose Dennis' Computers to get complete solutions—systems, peripherals, accessories, and support. The original equipment manufacturer (OEM) recognizes the importance of security, and has always included Trend Micro Worry-Free solutions in every system. “We exclusively build in Trend Micro™ Client Server Messaging Security for SMB to protect desktops and servers,” explained Dennis Evans, the owner of



Dennis' Computers. “We tried other solutions, but systems were running too slow with the security software installed. Servers were especially hit hard. There were too many issues and too many complaints. Customers were starting to go elsewhere for support, so we switched to Trend Micro. We've had no complaints since. Today, we really enjoy the great support we get from Trend Micro—it's fantastic, and it helps us in turn provide excellent support to our customers.”

MAXIMIZING PROFITABILITY BY MINIMIZING WASTED TIME

Customers have a choice of time and materials service calls, or managed service contracts with Dennis' Computers. With more and more of its customers moving to managed services, Dennis' Computers must continually strive for efficiency to maximize profitability without compromising the quality of the services the company provides. When his

Trend Micro representative told him about Trend Micro Worry-Free Remote Manager, Dennis immediately recognized an opportunity to shift to proactive management of the Worry-Free security solutions.

Dennis and his service team were so impressed with Worry-Free Remote Manager that they moved all of the company's Worry-Free customers to the Web-based console in just one night. "After I read about how Worry-Free Remote Manager works, I knew it was perfect for us," said Dennis. "It was really fast and easy to set it up and get started. Within 24 hours of learning about it, we were using it to save time and increase protection for our customers."

DELIVERING PROACTIVE MANAGED SERVICES

"We work long hours to keep our customers' systems and businesses running smoothly," said Dennis. "We used to rely on email alerts to let us know about any security situations that required our attention. With Worry-Free Remote Manager, we gain a single view of all of our Worry-Free customers. In one glance, we can see the overall status and spot any issues before they result in problems. Issues are resolved prior to affecting the clients. Catching things early and spending a little time right then to resolve the problem means that we can avoid much more time-consuming clean-up efforts down the road."

With the detailed event logs and graphical reports provided by Worry-Free Remote Manager, Dennis' Computers can view activity across all sites at once, reducing the time spent monitoring each site and lowering operating costs. Reports can be generated to demonstrate to customers the value that is being provided by the service team, helping increase customer satisfaction and loyalty.

THE BENEFITS OF A HOSTED SOLUTION

Going forward, Worry-Free Remote Manager will help Dennis' Computers stay focused on their customers. As a Trend Micro-hosted and maintained infrastructure, Worry-Free Remote Manager offloads Dennis' Computers from the need to maintain and update the management solution.

Customers also benefit. "We are better able to stay ahead of threats and security issues by viewing all of our customers' sites in one consolidated view," said Dennis. "The security dashboard also makes it easier to deploy commands since we don't have to log in to every server or system. In the event of a major outbreak, we can rapidly oversee and manage all of the sites from one console. We can deploy commands right from the security dashboard and shorten reaction time during those critical first hours of a new threat."

CORPORATE PROFILE

Dennis' Computers & Backup Services Wulguru, Queensland, Australia

Dennis' Computers sells quality computer systems, peripherals, and accessories without the scary prices. Customers get the best brands for the best prices. Servers and desktop systems are built for a broad range of clients and resellers, and service and support is available for the life of the systems.

- **Industry/Vertical** OEM Sales and Service
- **Clients** SOHO, SMBs
- www.den-computers.com.au

TREND MICRO PRODUCTS

- **Trend Micro Worry-Free Remote Manager**
<http://www.trendmicro.com/wfrm>
- **Trend Micro Client Server Messaging Security for SMB**
<http://us.trendmicro.com/us/products/sb/client-server-messaging-for-smb/index.html>



©2008 by Trend Micro Incorporated. All rights reserved. Trend Micro, the Trend Micro t-ball logo, and Worry-Free are trademarks or registered trademarks of Trend Micro, Incorporated. All other product or company names may be trademarks or registered trademarks of their owners. Trend Micro Incorporated reserves the right to make changes to this document and to the products described herein without notice.
SS04DENWFRM080123AU
www.trendmicro.com