

Switching to Trend Micro has Staff and Customers Smiling

IT engineers at Cal Net Technology Group choose the stability and simplicity of Trend Micro™ Worry-Free™ Business Security.

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—Luca Jacobellis, Vice President of Professional Services, Cal Net Technology Group

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EXECUTIVE SUMMARY

Customer Name: Cal Net Technology Group

Industry: IT Services

Location: Los Angeles, Ventura, and Orange Counties, California

Web Site: www.calnettech.com

Number of Employees: 50

CHALLENGE:

- Choose a security solution provider recognized as a market leader
- Once deployed, keep security invisible to customers while maximizing the protection of their businesses
- Minimize the time spent on security to control service delivery costs

SOLUTION:

- Switch endpoint security, both in-house and at customer sites, from another leading vendor to Trend Micro™ Worry-Free™ Business Security
- For enterprises with hundreds of PCs, offer Trend Micro™ Enterprise Security for Endpoints and Mail Servers
- Manage all Worry-Free Business Security customer sites using Trend Micro™ Worry-Free Remote Manager

BUSINESS RESULTS:

- Stable, reliable protection of customer assets
 - Reduced impact on endpoint performance
 - Simplified installations, updates, and daily management
 - Faster identification of security issues with consolidated, at-a-glance view of entire small business customer base
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Challenge

For more than a decade, businesses in Southern California have trusted the IT experts at Cal Net Technology Group. The company has succeeded, even in today's economic climate, because Cal Net saves money for its clients. Customers get an entire IT department for less than the cost of full-time, in-house IT personnel.

Of course, Cal Net can only keep costs low—and maximize revenues—by efficiently delivering services that help business customers succeed. “Small and medium businesses are busy worrying about company operations and making money,” said Luca Jacobellis, vice president of Professional Services at Cal Net. “They want technology to be like a utility—just like the lights in the office, they need it and they expect it to work. But they don't want to pay attention to it. We try to accomplish that with our services, and so we have to choose the right technology providers and encourage customers to standardize on our recommendations. It is too time consuming—and therefore costly—to support too many different solutions.”

Security is one of the critical solutions that impact both Cal Net operating costs as well as customer satisfaction. A couple of years ago, an unstable release from their previous security vendor forced the company to reevaluate its security stance.

Solution

Cal Net turned to in-house security experts, knowing they had to act quickly to avoid losing customers. “The previous endpoint security solution introduced huge numbers of issues for us, ranging from little things to taking down entire business systems,” said Jacobellis. “We had to put all deployments on hold and reevaluate what we were doing. The vendor was at a loss—we didn't stick around to see if they figured it out. We surveyed our engineers, ‘what has worked for you, what have you liked in the past?’ We actually sent out a list of questions and got their feedback on the leading security offerings on the market. Trend Micro was the clear winner.”

The largest businesses have been switched to Trend Micro Enterprise Security for Endpoints and Mail Servers, but Trend Micro Worry-Free Business Security now protects most Cal Net customers. “Our engineers are definitely having more success with security deployments since we switched to Trend Micro solutions,” said David Surfes, product specialist at Cal Net. “They like how light it is on the systems. Since making Worry-Free Business Security our main security solution, we've had no complaints about security. This is definitely a case of no news being good news. I've also found that the Trend Micro name carries a lot of weight in our market; our customers have been very accepting of the change.”

Cybercriminals today target small and medium businesses since many lack adequate protection compared to larger enterprises with in-house technology teams. Cal Net relies on Worry-Free Business Security to help them keep their business customers from becoming victims. Powered by the Trend Micro™ Smart Protection Network™ infrastructure, the Worry-Free solutions combine on-premise software with sophisticated hosted security technology that stops threats before they reach the business, and deliver real-time protection from emerging threats.

Results

“Security is a major issue that can affect all of our small and medium business customers,” said Zachary Schuler, founder and CEO of Cal Net Technology Group. “Cybercrime, web threats, zero day attacks—the threats are substantial. When we recommend a security solution, we put our credibility on the line. Just like any technology, security is always changing and so we are always looking around at other solutions. So far, we have found no reason to consider another change. Trend Micro Worry-Free Business Security really works for us, and we remain confident that it is the best protection for today’s businesses.”

Switching to Trend Micro gave Cal Net engineers a new management platform: Trend Micro Worry-Free Remote Manager. “We are managing several hundred networks—Worry-Free Remote Manager lets us do that more efficiently. That’s what initially brought us to Trend Micro—our technical team felt that Worry-Free Business Security could be managed in a relatively easy manner, and they are very happy today. Security doesn’t take up a lot of their time now.”

Today, security is no longer a problem that the management team must solve. “I have to say, since switching to Trend Micro, I don’t hear anything about security any more,” said Jacobellis. “Security is just not a problem today. Our technical staff is happy, and more important—our customers are happy.”

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DEPLOYMENT ENVIRONMENTS

- More than 200 managed services customers
- Small (5 to 50 PCs) and medium (up to 300 PCs) businesses
- No server-less customers
- Trend Micro Worry-Free Business Security
- Trend Micro Enterprise Security for Endpoints and Mail Servers
- Trend Micro Worry-Free Remote Manager

Company Profile

Founded in 1995, [Cal Net Technology Group](#) provides small-to-midsize companies in Southern California with technology consulting and IT computer services. When clients choose Cal Net Technology Group, they don’t simply hire an IT professional; they gain an in-sourced IT department. Better than a stand-alone in-house IT department, Cal Net Technology Group deploys ongoing IT services and project management solutions to help companies communicate effectively and protect their critical data while saving time and money. Its signature services, TECManage and CoManage, give clients cost-effective options to manage the entire IT function or specialized services, such as IT systems conversions and modification.

Trend Micro Solutions

- **Trend Micro Worry-Free Business Security**
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Trend Micro Enterprise Security for Endpoints and Mail Servers**
<http://us.trendmicro.com/us/products/enterprise/endpoints-and-mail-servers/index.html>
- **Trend Micro Worry-Free Remote Manager**
<http://www.trendmicro.com/wfrm>

Trend Micro Enabling Technology

- **Trend Micro Smart Protection Network**
<http://www.smartprotectionnetwork.com>

