



Tufts Protects with Trend Micro™ ServerProtect™

Founded in 1852, Tufts University is world renowned for teaching, scholarships, and research dedicated to solving the most critical problems facing the international community. Tufts enrolls more than 8,000 students in its schools and colleges on three campuses. Jim Crouch, IT administrator, is responsible for maintaining the 25 servers that comprise the backbone of the university's file and print sharing network. A big part of that responsibility is to prevent damage from attack by viruses and other forms of malicious code. "When I took over this job a year ago, we had a real 'patchwork quilt' of antivirus software," said Jim. "Our server software was no longer upgradeable, and central management was impossible. Within a year we want to expand our network to 40 NT servers, so effective virus protection became even more of a priority."

SERVERPROTECT CLEARLY HAS MORE FEATURES THAN OTHER VENDORS SOFTWARE

The IT team at Tufts initiated an evaluation process to find the best antivirus solution for the network servers. In side-by-side testing against its two biggest U.S. competitors, Trend Micro ServerProtect emerged as the clear winner. "Trend Micro was our third choice vendor for evaluation," said Crouch, "but ended up as our first choice, hands-down. I had heard about Trend Micro on CNN and through a Gartner Group report. I'm glad we decided to include ServerProtect in our evaluation. None of the other vendors' products had all the features of the Trend Micro products, plus Trend Micro's ease-of-use, central management, and after-sale support are clearly superior." Crouch and his team found installation was a breeze. "The initial evaluation was on two servers," Jim explained, "then, after the purchase decision was made we installed ServerProtect on all the rest. It only took two or three hours to complete the rollout, and we never had to call tech support."

REAL TIME PROTECTION ON THE INTERNET

The antivirus experts at Trend Micro take pride in their 24 x 7 availability and lightning response to new virus outbreaks. Jim Crouch agrees, "Timely pattern file updates are crucial. Trend Micro's Melissa patch was available within twentyfour hours. Other companies took up to three days. The story was the same with the 911 virus. It was discovered on a Saturday, we got an email notification from Trend Micro on Sunday, and the patch was posted Monday morning. In my experience, this is typical performance for Trend Micro."

"I really think they put customer service first. The sale is second. I know Tufts University is not one of Trend Micro's largest customers, but they treat us like we are."

— Jim Crouch
IT administrator, Tufts University

www.trendmicro.com

Tufts Protects with Trend Micro ServerProtect

"The customer support people at Trend Micro have been great," Jim continued. "Antivirus software is only as good as the vendor's 'back-room team.' With Trend Micro, I can always get someone on the phone quickly, and they know their products." Jim concluded, "I really think they put customer service first. The sale is second. I know Tufts University is not one of Trend Micro's largest customers, but they treat us like we are."

TREND MICRO'S CORPORATE HEADQUARTERS IS LOCATED IN TOKYO, JAPAN, WITH BUSINESS UNITS IN NORTH AND SOUTH AMERICA, EUROPE, ASIA, AND AUSTRALIA. FOR MORE INFORMATION PLEASE VISIT: WWW.TRENDMICRO.COM.

THE ADVANTAGES OF TREND MICRO

- **Global Innovation:** Trend Micro has been a pioneer in the antivirus software market since 1988, developing innovative strategies to protect information as new computing standards are adopted around the world
- **Server Market Leadership:** With the leading market share at the Internet gateway, Trend Micro is the global leader in server-based antivirus software (IDC Report: Antivirus Software 2002: A Segmentation of Market)
- **Flexible, Best-of-Breed Technologies:** Trend Micro antivirus products and services are designed to integrate seamlessly with leading firewalls, intrusion detection systems, and other best-of-breed solutions for the complete enterprise strategy
- **Services and Support:** Trend Micro products and services are backed by TrendLabs, a global network of antivirus research and support centers. TrendLabs monitors potential security threats worldwide 24x7 and develops the means to identify, detect, and eliminate new viruses

TREND MICRO INCORPORATED

10101 N. De Anza Blvd.
Cupertino, CA, 95014, USA
toll free: +1-800-228-5651
phone: +1-408-257-1500
fax: +1-408-257-2003

www.trendmicro.com