Visibility Makes Security Truly Worry-Free

Managed security based on Trend Micro™ Worry-Free™ Business Security Services removes risks of downtime and lost productivity.

> "On-Site PC Services got us started with Trend Micro Worry-Free Business Security Services... I can sleep at night because I have visibility and I know what's happening."
>
> **- Rob Dean, CEO**
> Vican, Inc., Southlake, Texas

EXECUTIVE SUMMARY

Customer Name: Vican, Inc.

Industry: Manufacturing and Distribution

Location: Southlake, Texas

Number of Employees: 15 (plus 35 – 45 contractors on a seasonal basis)

CHALLENGE:

- Block threats and malware that could impede the business, detracting from the core business function of generating profits
- Minimize IT costs and keep service in line with a small business budget
- Keep the security footprint small on the businesses systems to maximize productivity

SOLUTION:

- Managed security service, based on Trend Micro Worry-Free Business Security Services

BUSINESS RESULTS:

- 20-30% reduction in total security-related IT expenditures
- Improved protection of business critical systems and customer information
- Significantly raised level of confidence, in terms of risk avoidance
- Proactive identification of security concerns, before they impact the business
- Easy-to-use, browser-accessible security dashboard for real-time visibility

Challenge

Vican Group epitomizes the creativity and efficiency of a small entrepreneurial business. A lean staff, including owners and employees, manages multiple companies out of its headquarters in Southlake, Texas. Nearby warehouse operations handle imports from its offshore manufacturing partners, customer shipments, and the rest of the logistics that support its expanding product portfolios. The company also provides marketing consulting and promotional services to its retail customers.

The fast growth of its businesses has been a reflection of overall success, but has challenged the small team to adequately support its technology infrastructure. "We ended up with a patchwork of solutions, and a de facto IT person that knew more than the rest of us but not enough to go beyond reactive mode," said Rob Dean, CEO of Vican Group.

"As our business grew, we tried a couple IT firms. When something broke, we would call them. They would come out, discover that someone had a virus on their computer, and charge us for several hours of their time. We really wanted a more proactive solution, for support and especially for security."

Solution

As the company was evaluating alternatives for overall technical support of its operations, security issues were escalating.

"The last straw was an email-born virus that took out our email for almost three days," said Dean. "We spent more than $10,000 rebuilding our server, not to mention the expenses associated with our employees not being able to work on their projects. During the outage, some of our customers were concerned we had went out of business. We knew we couldn't survive another incident like that, and needed to get a business-class security solution in place immediately."

Fortunately, Vican discovered On-Site PC Services, a local provider of IT services specializing in affordable managed services for small businesses.

"On-Site PC Services seemed to have the best solution for us," said Dean. "I wanted visibility into all systems, and a much more proactive approach to managing systems and security. When problems happen, I want to know in real time — before they impact my businesses."

The service provider offered Vican an affordable managed service, with a predictable monthly cost that would avoid any further surprises and major expenditures on issue resolution. The service included the provider's preferred security solution for small businesses — a Trend Micro hosted security solution.

"On-Site PC Services got us started with Trend Micro Worry-Free Business Security Services — we love it," said Dean. "Our biggest challenge was that we were in the dark until there was a disaster. Then we would find out that there was a system that was not up to date, or security was not installed on some systems. With Worry-Free Business Security Services, I can sleep at night because I have visibility and I know what's happening."

Features such as URL filtering now protect Vican employees and the business so they can remain focused on their real work. When a security issue arises, automatic notification is sent to On-Site PC Services.

"As part of our managed security service, Worry-Free Business Security Services is a very preventative solution for Vican," said Brian Davis, President and CEO, On-Site PC Services. "They don't have to pick up a phone and call us — we see issues before they impact the business, and we can get to the source of the problem quickly. Between Trend Micro's in-the-cloud defenses, and our managed service, Vican can pretty much ignore security."

Results

The transition from break-fix support to a managed service initially raised concerns for Vican. "Quite honestly, the fixed monthly cost was hard to digest at first," said Dean. "Now I realize that it is cheaper for us and delivers a much higher return on investment. Utilizing On-Site PC Service's managed service offerings, in conjunction with Trend Worry-Free Business Security Services, we have easily saved 20-30% or more than $1,500 per month compared to our previous technical support expenses."

"Add to those explicit costs the avoidance of down time — which can add up to big losses — and the increase in visibility, and this is why we are so happy with our new managed security solution. All of my employees are very happy with Worry-Free Business Security Services, too — which is an added benefit."

Worry-Free Business Security Services also automates the generation of help desk tickets. This is a plus for Vican, since they can see all of the IT support activity being generated by its employees, and a plus for the service provider.

"Worry-Free Business Security Services is a win-win solution for small businesses and managed services providers," said Davis. "It takes security off premise, so it doesn't impact the business systems and processes. And it empowers the support staff — either IT or a service provider like us — with fine-grained visibility that makes proactive response possible."

As Dean explains, visibility is key: "I talk to many other small business owners like myself. I recommend On-Site PC Services and Trend Micro hosted security to everyone I know. The ironic thing is that most businesses don't have enough visibility to know that they need better security. They don't know how many times their receptionist is calling IT about an issue, or the sales guy is having IT clean off a virus from his laptop.

"You can't see how much time and money is being wasted by a lack of security until you have a security solution like Worry-Free Business Security Services, with true visibility. Now I can see real-time threat activity, and I can see that my business is protected. No more pulling my hair out!"

> "They don't have to pick up a phone and call us–we see issues before they impact the business, and we can get to the source of the problem quickly. Between Trend Micro's in-the-cloud defenses, and our managed service, Vican can trust that their security just works."
>
> - **Brian Davis, President, CEO**
> On-Site PC Services (service provider for Vican), Southlake, Texas

DEPLOYMENT ENVIRONMENT

Two main locations (headquarters, warehouse /shipping center); remote employees

20 – 25 desktop and laptop systems; 2 servers

Trend Micro™ Worry-Free™ Business Security Services

Company Profile

Vican Group is the parent and sole owner/operator of several companies, including Ex-Point, a consumer electronics accessories manufacturer and distributor. Vican companies also include other consumer-facing companies, and Quality Time Construction (QTC) Company, a producer of "build-it-together" kits for children's lemonade stands, workbenches, and activity centers. The Group operates out of Southlake, Texas, with offshore manufacturing (China) and national-level distribution and marketing services. Vican customers include large office-supply retailers, consumer electronics companies, and individuals who shop at the company's online sites.

Partner Profile

On-Site PC Services has been providing full-service IT support solutions to small business in the Dallas/Ft. Worth area since 2001. Helping clients utilize industry-leading IT standards when they need it the most means that the businesses spend less time dealing with computer issues and more time growing their business. From delivering virtual help desk services to a full suite of cloud-based monitoring and support solutions, On-Site PC Services always aims for cost-effective IT support solutions that not only make sense technically but also financially. For more information, please visit www.ospcservices.com.

Trend Micro Products

- **Trend Micro Worry-Free Business Security Services**
  http://www.trendmicro.com/us/small-business/product-security/worry-free-services/index.html

TREND MICRO™

Securing Your Journey to the Cloud

©2012 by Trend Micro Incorporated. All rights reserved. Trend Micro, the Trend Micro t-ball logo, OfficeScan, and Trend Micro Control Manager are trademarks or registered trademarks of Trend Micro Incorporated. All other company and/or product names may be trademarks or registered trademarks of their owners. Information contained in this document is subject to change without notice. [cs_vican_WFBSS]