

Trend Micro™

Premium Support Services

The personalised support that understands you

Constantly evolving threats, coupled with the need to comply with regulations, creates complex and costly challenges for managing your IT systems, processes, and resources.

You rely on your enterprise security to safeguard your corporate data and reputation. And, with Trend Micro solutions you gain proven technology to protect your organization and ensure compliance.

To help you fully leverage the value of your Trend Micro solutions and to achieve optimized IT service levels, you can rely on **Trend Micro Premium Support Services**. Working as an extension to your team, Premium Support Services delivers a business critical component of your IT security management program. You gain proactive security resources for customer advocacy and a partner to help you optimize your security profile across technology, processes, and people.

Our Technical Account Managers (TAMs) are security experts with extensive product knowledge, threat expertise, and access across the Trend Micro ecosystem to help you get the most out of your Trend Micro investment.

EXPERIENCE THE TREND MICRO ADVANTAGE

- Proactive security services with regular touch points
- Trusted security expertise that augments your team's resources
- Fully optimized security posture that reduces your risk exposure

Proactive Security Services

Say, "Goodbye" to call centre hold times and reactive "break/fix" support. With Premium Support Services you gain a proactive, advisory relationship with your trusted security vendor that focuses on providing you with regular touch points and expert recommendations to help you fully leverage Trend Micro solutions as well as optimize your IT service levels.

Optimized Security Posture

Our Technical Account Managers understand both the complexity of the security landscape and the challenges IT departments face in minimizing risk exposure while managing an ever-changing infrastructure. That's why Trend Micro Premium Support Services is critical for a proactive and optimized security posture management plan-preventing potential problems before they occur, and providing recommendations to improve the overall effectiveness.

KEY BENEFITS

- Proactive, prescriptive guidance that delivers technical insight and advocacy
- Resolves support issues faster with priority case handling
- Empowers your IT team with direct access to technical expertise

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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 server



Head of Messaging & Collaboration DHL



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LEVELS OF SERVICE

Premium Support Services offers an extensive, flexible portfolio of options designed to address a range of needs in terms of scope and focus—including three levels that provide a greater choice in selecting an offering that meets your specific requirements: Silver, Gold, and Platinum.

While each level is designed to provide a robust service, customers gain more with each service level advancement, such as increases in:

- Technical Account Manager proactive touch points and response time
- Security planning and preparedness
- Return on investment and solution optimization
- IT service levels and operational efficiency

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throughout ΑII our with history Trend Micro, our Technical Account Manager 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

Trend Micro Premium Support Services Level Feature Matrix

Comparison of service level features:

	Silver	Gold	Platinum
Designated Technical Account Manager	✓	✓	✓
Onsite Support for Emergency Incidents	✓	✓	✓
Priority Response Time	4 hours	2 hours	1 hour
Allotted Support Hours	24x7¹	24x7	24x7
Remote Problem Diagnosis and Remediation Support	✓	✓	✓
Priority Case Handling	✓	✓	✓
Proactive Threat Alerts	✓	✓	✓
Bi-Annual Security Planning		✓	√
2-Hour Malware Response SLA		✓	√
Crisis Management Planning Assistance		✓	√
Multi-Region Support Capabilities			✓



If you'd like more information about Trend Micro Premium Support Services, visit us at http://apac.trendmicro.com/apac/premium-support-services



Securing Your Journey to the Cloud

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¹ Emergency access only after business hours Page 2 of 2 • Datasheet • Premium Support Services