

# IT Service Provider Helps Small Businesses Operate Safer, Smarter, and Simpler with Trend Micro™ Worry-Free™ Business Security

For dozens of small businesses in Alabama, Professional Computing Solutions (PCS) is a one-stop technology and IT resource. Users are experts in their own fields, and count on PCS to help them select the right technology. PCS makes sure that every network is protected by best-in-class security solutions.

## DEPENDING ON WORRY-FREE SOLUTIONS FOR SAFER, SMARTER SECURITY

“Trend Micro is very fast with new releases and support for the latest platforms like Microsoft™ Windows™ Essential Business Servers 2008. I couldn't ask for any better timing than what we have seen, and Worry-Free Business Security has been very reliable and stable. I give very high marks to Trend Micro.”

— Andy Williams,  
Founder, Professional  
Computing Solutions  
Clanton, Alabama

Over the last eight years, Andy Williams has built a loyal base of small-business customers. The one-man IT service provider has learned the value of choosing the best partners, and now relies exclusively on Trend Micro to give his clients best-in-class security solutions. “I tried other solutions, but I could never get the help I needed when I needed it,” said Williams. “My customers typically have 10 or fewer PCs and run their businesses on Microsoft Small Business Server. They can't tolerate installation problems, or security solutions that interfere with getting their jobs done. Since switching to Trend Micro four years ago, I've had a very positive experience.”



## KEY BENEFITS

- **Safer business environments.** Email and web reputation technologies help avoid disruptions to business and keep employees focused on work. Hosted technologies stop spam and other threats before they reach the business.
- **Smarter security.** Worry-Free™ Security technologies are continually enhanced to keep up with evolving threats and to support the latest platforms.
- **Simpler operation with more control.** Easy configuration and zero administration keep Worry-Free Security solutions simple; fewer pop-up messages and accessible spam folders are user friendly.

With multilayered spam blocking, Worry-Free Business Security Advanced offers businesses a smarter security platform. Email reputation technology combines with the signature-based Trend Micro Anti-Spam Engine to effectively block up to 99% of spam. Image spam is also blocked by the latest version “Spam has been the hot topic over the last couple years,” said Williams. “Trend Micro has made substantial progress with Worry-Free Business Security Advanced. My clients appreciate the innovations, and Trend Micro has saved me time since users can now manage their own spam folders. In particular, Trend Micro has struck an excellent balance such that there is an extremely low rate of false positives. This is very important to my customers. Between email reputation and web reputation technologies, Trend Micro has quite a competitive advantage.”

In fact, web threats rank as the second priority among the PCS customer base. “Trend Micro Worry-Free Business Security is a good product—it’s uniquely equipped with web threat protection technology that keeps business assets safer. As a reseller, I can make dramatic improvements in security using this Trend Micro technology. We are just at the beginning with web threats. This feature has already made a difference and will be key in the future.”

## STAYING AHEAD OF THE CURVE

Today, almost all of its clients are using Worry-Free Business Security Advanced, and PCS is also evaluating the hosted solution. “There is a lot going on relating to hosted solutions and in-the-cloud computing,” said Williams. “Hosted security solutions make sense and some of my customers will eventually take advantage of this alternative. Trend Micro solutions allow me to choose the best platform for each customer, and easily support all versions with the same management console.”

PCS has participated in several beta test cycles, providing valuable feedback to Trend Micro and exercising the new releases as soon as possible. Williams credits Trend Micro with very timely releases, such as the latest Worry-Free Business Security release with integrated support for Windows Essential Business Server 2008 and Small Business Server 2008. Worry-Free customers have also gained support for Microsoft™ Exchange™ 2007 running on Windows™ Server 2008. “Trend Micro is very fast with new releases and support for the latest platforms like Microsoft Windows Essential Business Servers 2008,” said Williams. “I couldn’t ask for any better timing than what we have seen, and Worry-Free Business Security has been very reliable and stable. Once installed, it is very easy to manage remotely. The built-in email alerts and system alerts keep me on top of my customers’ security status. I give very high marks to Trend Micro.”

## SUPERIOR RESELLER RELATIONSHIP

Williams has worked with many technology solutions, and notes that other vendors often try to bypass him and sell directly to his customers. This causes confusion for his customers and degrades the working relationship between PCS and the vendors. “I don’t ever feel I am competing with Trend Micro in the marketplace,” said Williams. “I am very pleased about that since it allows me to more effectively manage my clients and their networks. The excellent reseller relationship, combined with the stream of technology enhancements, has kept Trend Micro on the right track for small business customers. It’s a win-win situation for my clients and my own business.”

## CORPORATE PROFILE

### Professional Computing Solutions Clanton, Alabama

Professional Computing Solutions gives small businesses a personalized, full-service IT solution. Andy Williams, the company’s founder, is a Microsoft Small Business Specialist, and delivers a complete lifecycle of technology services from pre-purchase recommendations to installation, end-user training, and ongoing support. Professional Computing Solutions is a licensed reseller of Trend Micro security solutions.

- **Industry/Vertical** Technology Reseller/  
IT Services
- **Employees** 1
- **Infrastructure** Approximately 45  
clients; each with  
10 or fewer PCs
- [www.profcomputing.com](http://www.profcomputing.com)

## TREND MICRO PRODUCTS

- **Trend Micro Worry-Free Business Security**  
<http://www.worryfree.com>



Copyright © 2008. 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.  
SS04PCSWFBS51081205US  
[www.trendmicro.com](http://www.trendmicro.com)