

Service Provider Switches Customers to Trend Micro Security

Trend Micro™ Worry-Free™ Business Security boosts protection for small businesses and profitability of managed services.

“We are more profitable with our customers being protected with Trend Micro Worry-Free Business Security. It saves us time... The effectiveness means that we can protect our profits, and charge a very competitive contract fee.”

— Chris Carter, Managing Director, Stealth Managed Services Ltd. (IT Service Provider for Bauman Lyons)

EXECUTIVE SUMMARY

Customer Name: Bauman Lyons
Industry: Architectural engineering
Location: Leeds, UK
Web Site: www.baumanlyons.co.uk
Number of Employees: 25

CHALLENGE:

- Stop threats that were getting through the previous security solutions
- Avoid disruptions to the business, and help users stay focused
- Simplify and centralize management of security
- Keep cost of ownership low for security

SOLUTION:

- Switch to Trend Micro Worry-Free Business Security

BUSINESS RESULTS:

- Multi-layer protection blocks threats before they impact employees
- Increased satisfaction with service provider
- No annual renewals, eliminating the need to shop around
- Less service provider time required for security, keeping services affordable

Challenge

Many small businesses like Bauman Lyons are outsourcing their IT skills, finding that services can reduce costs by up to 75 percent. These businesses want a technology partner that can act as a trusted advisor and help them employ technology to improve productivity, profitability, and the efficiency of operations.

When Bauman Lyons became a client of Stealth Managed Services, one of their immediate needs was a new security solution. The in-place antivirus software was letting attacks through and putting the company's large data assets at risk as well as disrupting revenue-generating work.

“The large architectural files at Bauman Lyons represent the company's major digital assets,” said Chris Carter, the managing director of Stealth Managed Services and the account manager for Bauman Lyons. “They need to protect that information, and also avoid disruptions that would otherwise take employees away from revenue-generating work. The challenge is always to give our customers the best possible protection for their businesses while also introducing a security solution that can be cost-effectively and intelligently managed remotely.”

Solution

Stealth Managed Services' typical clients have anywhere from 5 to 100 workstations, and rely heavily on the Internet and their own network for daily operations. When the company started offering managed services last year, Stealth Managed Services began migrating customers to standardized technology platforms to maximize their efficiency and keep costs attractive for small businesses. When they evaluated security solutions, they chose Trend Micro Worry-Free Business Security solutions.

“We are more profitable with our customers being protected with Trend Micro Worry-Free Business Security,” said Mr. Carter. “It saves us time. Worry-Free Business Security very simple to set up—with only one piece of client software on every machine—and it just works right out of the box. We don't get any problems. It updates very well, and the software operates in the background without any intervention from us. The effectiveness means that we can protect our profits, and charge a very competitive contract fee.”

Worry-Free Business Security is powered by the Trend Micro™ Smart Protection Network™ security infrastructure, which is hosted, maintained, and continually updated by Trend Micro's security experts to block the latest threats before they reach Stealth Managed Services' business customers. The combination of in-the-cloud protection and on-site defenses provide a safer, smarter environment that is simpler for the end users and for the managed services professionals that support them.

With Bauman Lyons and other customers switched to Worry-Free Business Security, Stealth Managed Services is confident that they can provide proactive services. "Worry-Free Business Security gives us a strong centralized management position," said Mr. Carter. "We can quickly monitor systems and see that everything is up to date. The solution has also integrated very well with our other system administration solutions and processes. Managing security is much easier since switching to Trend Micro."

Results

For Bauman Lyons, the switch to Trend Micro has eliminated their previous problems with security. Attacks are no longer getting through to the company's systems and information. "Protection was not as good with the previous solution," said Mr. Carter. "Worry-Free Business Security has improved the quality of protection, and it is also less intrusive for the end users. They don't get messages popping up all the time anymore, and the threats are dealt with transparently to their work. In this way, Worry-Free Business Security improves our customers' satisfaction with us since we recommended the solution to them."

As satisfied as the end users are, the service provider is even happier with the switch to Trend Micro. "Our managed services are more profitable, our customers more satisfied, and our customer base better protected with Trend Micro security," said Mr. Carter. "Worry-Free Business Security can also be licensed on a monthly basis. This not only fits extremely well with our managed services business model, but it avoids that yearly renewal time when customers might otherwise be tempted to look around at other solutions and providers. Worry-Free Business Security helps us keep them with us—renewal times are no longer problematic."

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DEPLOYMENT ENVIRONMENT

- 1 site
- 25 PCs, 5 servers
- Trend Micro Worry-Free Business Security

Company Profile

Bauman Lyons Architects Ltd was formed in 1992. A highly motivated and optimistic team of architects and designers, Bauman Lyons believes that the architect's role is to combine the art of making with the art of making things happen. The professionals at Bauman Lyons also believe that the most important principle of long-term, sustainable architecture lies in harnessing best practice from international and national experience and combining it with the understanding of the local. Bauman Lyons has a wide range of expertise in urban design and masterplanning projects, mixed use schemes, restoration and refurbishment work, residential, arts buildings, offices and small scale buildings such as bars and exhibition design.

Service Provider Profile

With more than 20 years of experience in the IT industry, Stealth Managed Services has helped many businesses in the North of England get the most out of their business technology. Over the years, the company's professionals have helped many small businesses achieve their goals by using technology to increase productivity and gain competitive advantage. Stealth Managed Services focuses on businesses who are large enough to need regular IT support, but are not in a position to employ in-house full-time IT staff.

Trend Micro Security

- **Trend Micro Worry-Free Business Security**
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>

Trend Micro Enabling Technology

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



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