

Keeping SMBs Secure While Simplifying Management

Trend Micro™ Worry-Free™ Business Security chosen as the smarter, safer solution for Microsoft Small Business customers.

“This product is it for us—it’s what we tell our customers to use. Whether we manage their solutions or they support themselves, our recommendation is the same—Worry-Free Business Security.”

— Oliver Basarke, Consultant and Microsoft Certified Trainer, Viritim Systemhaus

EXECUTIVE SUMMARY

Customer Name: Viritim Systemhaus GmbH

Industry: IT Services

Location: Karlsruhe, Germany

Web Site: www.viritim.de

Number of Employees: 6

CHALLENGE:

- Secure small and medium business customers’ systems and email
- Provide good value, in terms of cost of ownership
- Work smarter, saving time, to keep services priced competitively
- Integrate security as much as possible with the company’s specialized services for small business environments

SOLUTION:

- Trend Micro Worry-Free Business Security Advanced

BUSINESS RESULTS:

- Confidence that customers’ businesses are safer
- Combination of on-site solution with in-the-cloud protection, for smarter solution in terms of offloading on-premise systems
- Simple console for managing security, and integration with Microsoft console for time-saving monitoring and reporting
- Ability to expand portfolio with hosted email security solution

Challenge

Viritim Systemhaus serves a broad range of businesses and enterprises, with small and medium businesses making up a key market segment. For these customers in particular, Viritim technology specialists focus on companies that need help deploying and managing Microsoft® Windows® Small Business Server. They set themselves apart from their competitors by tailoring solutions to the customers’ businesses, and choosing solutions that are both cost effective and forward looking.

“Many of our customers want implementation as well as ongoing managed services,” said Oliver Basarke, a consultant and trainer at Viritim. “Security is always a concern, and I routinely get asked what we recommend. Number one, I feel it is important that we can point our customers to a complete security solution that gives them the best possible protection and also offers them good value. Of course, the other challenge is that these companies need a solution that is easy to manage—they don’t want to worry about keeping it up to date or any ongoing administration. If we are supporting the customer after deployment, certainly the solution has to be cost-effective in terms of ease of management.”

To meet the challenge for both customers and its own management team, Viritim routinely evaluates the security solutions available in the region.

Solution

Viritim has long-standing relationships with leading software vendors, and specializes in services for small and medium businesses. Even though customers can choose to deploy security solutions that come bundled with other software solutions, Viritim has for many years recommended Trend Micro Worry-Free Business Security Advanced.

“One of the popular ‘free-trial’ security solutions only protects mailboxes; it does not protect client systems and is not a complete security solution,” said Mr. Basarke. “Trend Micro Worry-Free Business Security Advanced, on the other hand, is an all-in-one security solution for email as well as endpoints. It fits into our customers’ software environments perfectly, and results in safer businesses. Worry-Free Business Security is also a smarter solution in terms of performance, since we have seen that competitors’ products can perform very poorly at times. Compared to bundled security solutions, Worry-Free Business Security gives us everything we need to meet our customers’ security requirements, and we also get much better control over security.”

Worry-Free Business Security also meets Viritim's requirements for a simpler solution. "The console makes it very easy to manage Worry-Free Business Security," explained Mr. Basarke. "With much less effort compared to other security solutions, we can be sure that our customers are up to date and secure. One or two clicks show us everything we need to know. Worry-Free Business Security can also be integrated with the system reporting tools that we use, allowing me to see security from within the system console. The integration saves me time, and gives me a more integrated view of overall status of my clients."

Results

Worry-Free Business Security Advanced 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 the business.

"With Smart Protection Network, Trend Micro has chosen a very good direction for security," said Mr. Basarke. "The cloud is the future. We think it is an advantage for our customers that Trend Micro offers a cloud-based component for security solutions. Since parts of security are implemented in the cloud, on-premise servers are not slowed down and this is very positive. When we recommend Trend Micro, we help our customers stay up with the latest security technology and approaches."

"For quite some time, Trend Micro has been our recommendation for small and medium businesses. This product is it for us—it's what we tell our customers to use. Whether we manage their solutions or they support themselves, our recommendation is the same—Worry-Free Business Security."

Next Step

Today, Worry-Free Business Security is a good fit for the Viritim business model. The company is also looking to expand its security portfolio by introducing Trend Micro Hosted Email Security. "We are checking out the Trend Micro Hosted Email Security solution, and we think it will save us money in the future," said Mr. Basarke. "We'll be able to price a service very competitively, and we are also looking at Trend Micro Worry-Free Remote Manager to allow us to cost-effectively manage all of our Worry-Free Business Security and Hosted Email Security customers from a single console."

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— **Oliver Basarke, Consultant and Microsoft Certified Trainer,**
Viritim Systemhaus

DEPLOYMENT ENVIRONMENT

Small and medium businesses
2 to 25 PCs, on average
Microsoft Windows Small Business Server
Microsoft® Exchange® Server
(most customers)
Trend Micro Worry-Free Business
Security Advanced

Company Profile

The professionals at Viritim Systemhaus understand that software and technology do not define the requirements, processes, goals, and organization of a company, but vice versa. Therefore, Viritim uses proven methods to fulfill customer objectives, starting with the requirements definition and extending through to project completion. Industry experience allows Viritim to go beyond black-box solutions, to customize each design, implementation, and project, and give each customer the technical and business knowledge-transfer that contributes to success.

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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