

# Small Business IT Service Provider Uses Trend Micro™ Worry-Free™ Remote Manager to Enable Profitable Managed Security Services

The professional and technology services provided by Milo Informatica serve banks, insurance agents, and even home offices. The diverse customer base shares a reliance on the provider's expertise for selecting and deploying technology solutions, and building in and managing the security required to protect their business assets.

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*“As soon as Trend Micro™ Worry-Free Remote Manager became available, I started using it. [It] lets me work the way I want to work, and it is a key enabler for the revenue that I gain from managed security services.”*

— Hjalmar T. Milo RI,  
Director  
Milo Informatica

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## KEY BENEFITS

- **Generate revenue.** Central, hosted management portal enables collective monitoring and management of security solutions, which can be bundled or packaged as a separate managed service.
- **Save time.** Trend Micro manages all updates and performance tuning. At-a-glance views speed administrative tasks and further enhance profitability.
- **Retain account control.** Increased “touch” for security services and report security status demonstrates value of the managed service.
- **Scale seamlessly.** Without adding hardware or software on site, the hosted service can be expanded to handle large numbers of clients and multiple Trend Micro security solutions.

## EASY FOR THE PROVIDER AND EASY FOR THE CUSTOMER

Milo Informatica provides a range of IT and technology services to its base of white-collar small businesses in the Netherlands. Its customers rely on Milo Informatica's depth of expertise to choose and install technology solutions, manage day-to-day support and administrative functions, and help them stay focused on their own businesses. Training courses are also offered by Milo Informatica, and the company is a recognized and accredited expert witness for court cases involving technology issues.

“Security solutions and services are just one part of the Milo Informatica portfolio,” said Hjalmar T. Milo RI, director and owner of Milo Informatica. “Since I routinely wear many hats, I have to choose technology vendors with channel-friendly solutions. Trend Micro has been my security solution provider of choice for many years. Since I'm an independent advisor, I have to stay informed about alternative offerings, but I continue to find that Trend Micro offers the best solutions for my market. I still recommend Trend Micro™ Worry-Free™ security solutions today because they are the easiest solution for my customers and the easiest platform for me as well. Trend Micro solutions save me time and enhance the profitability of my managed security service offerings.”



Milo Informatica routinely recommends Trend Micro Worry-Free Business Security, and uses Trend Micro Worry-Free Remote Manager to cost effectively monitor, control, and manage security deployed by customers and on in-house systems.

## A REVENUE-GENERATING SECURITY MANAGEMENT SERVICE

Worry-Free Remote Manager serves as a platform for Milo Informatica's managed security services. The hosted implementation made the management solution easy and fast for the service provider to get started. Trend Micro hosts the web portal application, and manages all updates, enhancements, and performance optimizations.

With Worry-Free Remote Manager, Milo Informatica gains a single console for managing Trend Micro security solutions. Worry-Free Remote Manager increases account control by proactively identifying security issues before they escalate and potentially impact customers.

"As soon as Trend Micro Worry-Free Remote Manager became available, I started using it," said Mr. Milo. "It saves me time, and I can manage security very simply. It has become a tool I use every day, and it only takes a couple hours a week to maintain control of my customer accounts. I'm very happy with it. Worry-Free Remote Manager lets me work the way I want to work, and it is a key enabler for the revenue that I gain from managed security services."

## THE LATEST ENHANCEMENTS

Trend Micro recently introduced a new release of Worry-Free Remote Manager, and Milo Informatica participated in the beta evaluation. Several performance enhancements—improved network load balancing and clustering, significantly upgraded hardware, and database optimizations—help the service provider work extremely efficiently. The Trend Micro-hosted solution has also been expanded to let providers support more than 12 times the number of customers.

Milo Informatica is also happy to see that the new release of Worry-Free Remote Manager supports Trend Micro InterScan™ Messaging Hosted Security customers. It provides at-a-glance summaries for customers running the hosted email security service and the new single-sign-on feature makes it quick to access specific customers' InterScan Messaging Hosted Security consoles. "Trend Micro InterScan Messaging Hosted Security will add another hosted security solution to my portfolio of managed services," explained Mr. Milo. "I plan to introduce it for my customers that have very limited ability to handle in-house hardware and software."

Reporting has also been enhanced, with general and detailed reports easily generated as often as the provider requires and report storage provided by Trend Micro. Combined with the hosted solution's automatic notification features, reporting helps the provider stay ahead of threats and maintain a proactive stance with its customers. Reporting can also be offered to customers, as an added value to help meet auditing or other compliance requirements.

"Worry-Free Remote Manager has been streamlined and it is now very easy to add new products and clients," said Mr. Milo. "The enhanced user interface, in fact, makes everything easier. After trying out the beta release, I'm ready to start using the new Worry-Free Remote Manager with all of my customers."

## CORPORATE PROFILE

**Milo Informatica**  
Alphen aan den Rijn, Netherlands

Milo Informatica provides a broad range of IT and technology services to small business customers in the Netherlands. System design and deployment, ongoing support, and managed services can be tailored to the precise needs of the customer. Milo Informatica also offers technology training courses, and provides expert advice and witness testimony for technology-related court cases.

- **Industry/Vertical** IT Services; Training; Technology Assessments
- **Employees** 1
- **Customers** Small businesses (10–50 PCs)
- [www.miloinformatica.nl](http://www.miloinformatica.nl)

## TREND MICRO PRODUCTS

- **Trend Micro Worry-Free Remote Manager**  
[www.trendmicro.com/wfrm](http://www.trendmicro.com/wfrm)
- **Trend Micro Worry-Free Business Security Standard and Advanced**  
<http://us.trendmicro.com/us/products/sb/worry-free-business-security/index.html>
- **Trend Micro InterScan Messaging Hosted Security**  
<http://www.trendmicro.com/emailservices>



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