

# Small Business IT Partner Delivers Hosted Security from Trend Micro

Glide Computing provides technology solutions and services tailored to the way small businesses work. The IT experts recommend security solutions that minimize the risks to Glide Computing customers, and provide managed services to simplify day-to-day administrative responsibilities for each business.



## HOSTED SECURITY FOR SMALL BUSINESSES

.....

*“We recently started another customer with Trend Micro™ InterScan™ Messaging Hosted Security, and it filtered out the 40% of their email that was spam. It didn't miss anything. We have the numbers that we can show our customers, and we recommend this hosted solution to all of them.”*

— Jim Begley, President  
Glide Computing

Glide Computing was founded in 2007 to provide technology solutions tailored for small businesses in the Tampa Bay area. The company leverages best-in-class products that are both affordable and a good value in terms of the functionality and easy of use they offer to customers and the support team at Glide Computing.



“Security is always a hotly debated topic at User Groups,” said Jim Begley, president of Glide Computing. “You hear a lot about all of the bad experiences. When I started Glide Computing, I evaluated all of the alternatives and Trend Micro was the only small-business security solution that stood out. When we get a customer started with Trend Micro, we know that the problems will stop. Trend Micro gives us a reliable, repeatable security solution that we can deliver to our customers.”

## STOPPING SPAM BEFORE IT REACHES THE NETWORK

Glide Computing provides its customers with Trend Micro™ InterScan™ Messaging Hosted Security, which is included with Trend Micro Worry-Free™ Business Security Advanced. The hosted solution stops spam before it reaches customers' systems and networks.

“I was very tentative about in-the-cloud and hosted solutions at first,” explained Begley. “Some hosted security products introduce terrible delays. My customers can't afford to wait one or two hours to get messages. With InterScan Messaging Hosted Security, we don't see any latency at all. And it has been highly effective at filtering out spam and other threats. We recently started another customer with InterScan Messaging Hosted Security, and it filtered out the 40% of their email that was spam. It didn't miss anything. We have the numbers that we can show our customers, and we recommend this hosted solution to all of them.”

Powered by the Trend Micro™ Smart Protection Network™ technology, InterScan Messaging Hosted Security provides continuous and real-time protection. Trend Micro's worldwide team of security experts maintain and update the solution on a 24x7 basis, extending the value

## KEY RESELLER BENEFITS

- **Profitable managed services.** Worry-Free™ security solutions, with automatic notifications and centralized at-a-glance monitoring, minimize operating costs by saving time.
- **Better protection.** Hosted security effectively blocks web, email, and blended threats before they reach customer networks.
- **Increased customer satisfaction.** Reliable hosted security protects business assets, and proactive support enabled by Worry-Free™ Remote Manager reinforces the value to the business.

that Glide Computing passes through to its customers. Glide Computing has found InterScan Messaging Hosted Security to be especially valuable for customers that need to archive email. One financial services company, for example, is required to store every message they send and receive. By deleting spam before it hits the customer's email server, Glide Computing helps the customer significantly reduce the amount of storage required for archiving.

### ONE HOSTED CONSOLE TO REMOTELY MANAGE ALL CUSTOMERS

Glide Computing's service professionals rely on Trend Micro Worry-Free Remote Manager to provide support to their security customers. "Worry-Free Remote Manager is more than just a monitoring tool," said Begley. "I can use it to do full assessments and run reports. I don't have to view each customer separately—a single sign on to the console and the interface makes it quick and easy to carry out tasks across the whole installed base. The granularity lets me see spam levels and all of the threats that are being blocked. I'm getting the data I need to deliver excellent service to my customers."

Worry-Free Remote Manager simplifies start up, with an intuitive easy process for adding customers and specifying the Trend Micro products to be managed. A single console provides the platform for managing Trend Micro security solutions across all customer sites. "The new reports save me a lot of time," said Begley. "I don't have to login for each customer, since I can generate all of the reports in one session. Also, I used to edit out redundant information and doctor each report a bit. Now, everything in the reports is useful information and I can just run with the standard content."

### THE TREND MICRO DIFFERENCE

Trend Micro's hosted security solutions have significantly improved Glide Computing's ability to provide high-quality security support. "If I get a new client that is not using Trend Micro security, it is always a headache to address their security issues," said Begley. "It's difficult to figure out the problems, and I usually end up telling them that I'll have to get back to them. That never happens with my customers that use Trend Micro. In fact, Worry-Free Remote Manager automatically notifies me of any issues and I can take care of them before they impact the customer. I always know about security issues before they cause a problem for my Trend Micro customers. I don't get the call—I make the call and give them good news. I can tell them whenever they've had an attack, and explain how it was resolved. Supporting Trend Micro customers is 180-degrees different than supporting non-Trend Micro customers. In the end, I can share the results that make my customers feel good about selecting Trend Micro and about selecting Glide Computing. Security can be an ugly business, but with Trend Micro my customers avoid this ugliness. I'm continually amazed at how well Trend Micro security solutions stop threats."

### CORPORATE PROFILE

**Glide Computing**  
Tampa, Florida

Glide Computing provides IT services for Tampa Bay area small- and medium-sized businesses. The company's core areas of expertise include: network services and security; desktop applications and PC hardware; web development; and productivity and collaboration tools. With more than 20 years of experience in the technology industry, Jim Begley delivers high-quality service at affordable rates. Glide Computing aims to provide technical solutions that are low stress and easy to use while providing great return on investment.

- **Industry/Vertical** IT Services
- **Employees** <10
- **Customers** SMBs and home offices;  
(10–25 PCs each)
- [www.glidecomputing.com](http://www.glidecomputing.com)

### TREND MICRO SOLUTIONS

- **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>
- **Trend Micro Worry-Free Remote Manager**  
[www.trendmicro.com/wfrm](http://www.trendmicro.com/wfrm)
- **Trend Micro Smart Protection Network**  
<http://www.trendmicro.com/go/SmartProtectionNetwork>



©2009 by Trend Micro Incorporated. All rights reserved. Trend Micro, the Trend Micro t-ball logo, InterScan, Smart Protection Network, 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.  
SS05GLIDESaaS090723US

[www.trendmicro.com](http://www.trendmicro.com)