

IT Services and Solution Provider Relies on Trend Micro™ Technology to Best Serve Its SMB Clients

Interprom Computer Technologies, a Microsoft™ Certified Gold partner and the first Microsoft-designated Small Business Specialist in Canada, has a history of excellence to uphold. Today, the IT firm's clients expect Interprom to deliver complete solutions that can prevent a broad range of security attacks and avoid disruptions to business.

“When we first evaluated Trend Micro’s solutions, we were extremely impressed. Today, we exclusively use and recommend their products. Compared to the competition, Trend Micro’s solutions are invisible—they give us superior protection without impacting applications, servers, or the network.”

— Gavin Steiner, President
Interprom Computer Technologies,
Inc., Barrie, Ontario, Canada

KEY BENEFITS

- **Multilayer solution protects against multiple types of threats from desktop to gateway**
- **Easy to manage with centralized, Web-based console across all products**
- **Happy customers with productive network environments free of spyware, spam, and viruses**
- **Streamlines regulatory compliance efforts (easy-to-demonstrate results for security audits)**

Maximizing Security for Small Businesses

The small businesses that contract the services of Interprom do not have security expertise in house. They rely on Interprom network and systems specialists to help them make the best technology choices for their businesses, and to build in protection that will give them the best returns on their investments.



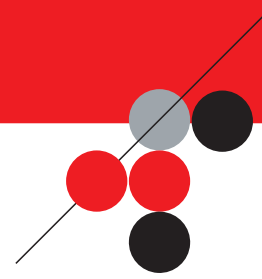
“Many small and medium-sized businesses know about the types of attacks that can affect their productivity and business operations because they have experienced them,” said Gavin Steiner, president of Interprom. “However, they don’t know what type of security solution they need to mitigate risk. Once we explain how Trend Micro can protect their entire infrastructure from desktop to gateway, they always agree with our recommendation. We’ve moved 100% of our client base to a Trend Micro security solution.”

Why Trend Micro?

During the company’s ten-year existence, Interprom management has been committed to practicing what they preach. Interprom’s exclusive endorsement of Trend Micro comes after its in-house deployment. Steiner explained, “My past experiences left me very unhappy with a competitor’s antivirus solution. When we formed Interprom to serve Microsoft Small Business Server customers, I knew we needed better technology. Trend Micro had a great reputation within this user community, so we tried it out in house. We were incredibly impressed—all of our previous problems disappeared. Today, all we use is Trend Micro.”

Specifically, Interprom began using and recommending Trend Micro™ Client Server Messaging Security for SMB. Trend Micro offered several benefits compared to other security vendors:

- **Non-intrusive operation**—Previous products were loading down the Microsoft Exchange servers and locking files that interfered with operations. Trend Micro’s solutions are transparent. “We don’t get warnings every three minutes anymore,” said Steiner. “Trend Micro security doesn’t cause any problems. Any time we receive a message, it’s to find out that the software is protecting us from an attack and has taken care of it.”
- **Intuitive, site-wide console**—One GUI gives the Interprom team or its customers a centralized view of the network and allows status to be quickly checked.
- **Reliable protection**—Since moving to Trend Micro, Interprom has not had a single attack that was not caught and managed automatically.



Multilayered Protection

Originally, viruses and worms were the biggest security concern for Interprom and its clients. Client Server Messaging Security for SMB gave them virus protection across the client-server environment: desktops, file servers, and email servers. Today, spyware and spam have become more dangerous to businesses than viruses. "Trend Micro has always stayed a step ahead of our needs," said Steiner. "When spam became an issue, we were able to take advantage of the latest version of Client Server Messaging Security for SMB. It took care of the spam problem and minimized false positives, so we kept our clients very happy. The integrated spyware protection has also been excellent—it makes it easy to keep spyware off of systems, and it combines nicely with Microsoft solutions."

The Gateway: The Front Line of Defense

Interprom recently evaluated the new Trend Micro InterScan™ Gateway Security Appliance. "When we installed the appliance, it immediately started catching about 18,000 spam mails per day. This was without any adjustments at all, and we know we can improve even further by taking advantage of additional filtering capabilities," said Steiner. "This product will give our clients the ability to keep unwanted content off of their networks, catching viruses, spam, and other malware at the gateway."

Aligned with Small Business

"Trend Micro gives us more than just good products. They give us a relationship," stated Steiner. "They routinely ask for our feedback and each new product enhancement reflects their commitment to serve small businesses. They have promised to be sensitive to the needs of our clients, and they have kept that promise through the years. When you get such great support from a vendor, you want to stick with them. We are just a small company, but they know our names when they see us at conferences—many big companies might recognize the faces of their small customers and resellers, but how many know their names?"

Ease of Addressing Compliance Issues

When its clients have security audits, as part of meeting compliance requirements or responding to the concerns of their own customer bases, the Trend Micro solutions simplify the process. Steiner explained, "With Trend Micro, we can show security logs. The technology offers an excellent view of the history—what's happened, what's been cleaned up. It also demonstrates how most attacks are stopped at the gateway. The reporting capabilities, the ability to demonstrate strong protection, and the multilayered architecture go a long way towards addressing compliance concerns."

Corporate Profile

Interprom Computer Technologies, Inc., Barrie, Ontario, Canada, www.interprom.com

In business since 1996, Interprom Computer Technologies provides complete IT network solutions, service, and support to small and mid-size businesses in Barrie, Ontario, and across Canada. Interprom utilizes specialized skills to serve clients who depend on reliable technology to perform. The company offers multiple levels of service, including:

- Support and remote maintenance—Scheduled and on-demand support and maintenance keep systems running reliably and trouble free.
- Consulting—During system and process assessments, Interprom's consultants learn how the client's company works and what is required to improve business results.
- Training and mentoring – Packaged or customized training is provided for individuals or groups to further increase the return on investments in technology.

Industry/Vertical: IT Services • **Employees:** 10

TREND MICRO PRODUCTS

Trend Micro™ Client Server Messaging Security for SMB

<http://www.trendmicro.com/en/products/suites/csm-smb-suite/evaluate/overview.htm>

Trend Micro™ InterScan Gateway Security Appliance

<http://www.trendmicro.com/en/products/gateway/igsa/evaluate/overview.htm>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products and services, visit our Web site at www.trendmicro.com.

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