



Social Agency Trusts Trend Micro to Protect its Life-Changing Support Services

Chicago House, a non-profit agency serving the victims of the AIDS epidemic, brings hope and dignity to people who would otherwise be left to fight their illness on the street. The social services organization offers a permanent residence to men, women, and children with the disease, and helps them connect with medical resources, job training, and emotional support that can mean the difference between giving up and learning to move forward in their lives.

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— Randell Durk, President
Computer and Telephony, Inc.
Chicago, Illinois

Secure Foundations for Life-Critical Services

The support staff and caregivers at Chicago House rely on their computers and network to accurately track treatment programs, manage services, and maintain records for the agency. The residents also directly rely on the infrastructure, using computers in the house to communicate with family, research their illness, learn job skills, and browse job listings. While technology keeps Chicago House operating smoothly, the staff and residents are obviously focused on more life-critical issues. They rely on IT support from Computer and Telephony, Inc., to make sure that critical communications are not disrupted and that confidential information is protected from unauthorized access.

“My clients trust me to keep their networks working, and to avoid disruptions to their work; in the case of Chicago House, that work impacts many lives every day,” said Randell Durk, president of Computer and Telephony. “I used to deploy Symantec Corporate Edition for the security layer in the networks I support, but the upgrade costs were killing me. I needed a more cost-effective solution for my SMB clients—one that could keep out spyware, spam, viruses, and other attacks and make my job easy from an IT perspective.”

High-Level Project Goals

- Avoid disruptions to systems and networks
- Protect sensitive patient health information (PHI), in compliance with HIPAA regulations
- Enable simple, centralized deployment and management
- Remain invisible to clients (no noticeable degradations of system performance)
- Prevent users shutting down protection or changing software without administrator approval

KEY BENEFITS

- **Integrated protection from attacks for all Trend Micro-protected networks**
- **Improved productivity, with 24x7 access to vital patient care records and on-line resources**
- **Centralized installations and zero administration, minimizing travel to the customer site**
- **Automatic threat protection from common and emerging threats, with updates available many times a day**

Why Trend Micro?

Durk evaluated the security solutions available for small and medium businesses (SMBs), and today exclusively relies on Trend Micro™ Client Server Messaging Security for SMB. From the start, the switch to Trend Micro has exceeded his expectations. “Trend Micro Client Server Messaging Security for SMB gets the job done,” explained Durk. “I didn’t give up any functionality in the move, and I’ve gained many benefits including lower cost of ownership. I spend less time managing security, and I’m convinced my clients are much better protected today.”

Support from Trend Micro gave Durk a pain-free transition and shortened the learning curve. “The difference in support is incredible—I can actually get a person on the phone at Trend Micro,” said Durk. “And the support I get is excellent—quite a contrast to the phone maze I used to have to navigate with my previous security vendor.”



Enhanced for All-in-One Security

Durk was a beta customer for the new Trend Micro Client Server Messaging Security for SMB 3.5 software. When he deployed the software at Chicago House, he benefited from the simplified installation process. Since then, he has enjoyed the time saving features of the latest release. "The all-in-one security, with integrated spyware and spam protection, has been great for my clients and for my business," said Durk. "I now have a single package that I can deploy and support from a central location and I am not spending any time cleaning up systems—Trend Micro has consistently protected not only my clients' networks, but my credibility. I tell all my customers that Trend Micro will give them the best protection possible, and I've never been proven wrong."

Some of Durk's clients—as well as his friends and family—have learned the hard way that "free" anti-virus software is not really free. "I've had to clean up at least 20 McAfee-protected computers in the last six months," explained Durk. "They get the software for free with their Internet service, but when their systems fill up with spyware or experience a Trojan, they realize the high cost in terms of repair and aggravation. I convert them all to Trend Micro and the problems go away."

Rapid Response to Threats

Trend Micro security has protected Chicago House from attacks that could otherwise make it difficult for the staff to deliver services to the residents. "Compared to other solutions, Trend Micro gets new patterns out extremely fast," said Durk. "Today's threats are very interwoven and so are the networks. I've been in this field since 1990 and I partner with Trend Micro because I've seen first-hand that the company's technology is the best for the small-business customer. My confidence level has remained consistently high with Trend Micro solutions in place."

Corporate Profile

Chicago House and Social Services Agency • Chicago, Illinois • www.chicagohouse.org

In 1985, a courageous group of people formed the first organization in the Midwest to provide housing for people with HIV and AIDS. Chicago House has now served more than one thousand Chicagoans, providing permanent, community-based housing, supportive services, and basic life skills. Four residential facilities give more than just an address to those struggling with HIV and AIDS. Chicago House opens the door to opportunities most have never had: a permanent home, a place to learn, and a community of professionals and peers who provide dignity, encouragement, and hope.

Industry/Vertical: Non-profit, social services • **Employees:** 50-7

TREND MICRO PRODUCTS

Trend Micro™ Client Server Messaging Security for SMB

<http://www.trendmicro.com/en/products/smb/csm-smb-suite/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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