



## Trend Micro™ Worry-Free™ Remote Manager Helps Australian MSP Deliver “Truly Worry-Free Operation” to Customers

*Commercial IT Solutions provides comprehensive IT services to small businesses in the medical industry, food services, and a variety of other markets. Without any in-house IT, these companies rely solely on Commercial IT Solutions to deploy the best security solutions and keep their operations free from disruptive viruses, spam, spyware, and other malware.*

**“Worry Free Remote Manager allows us to be more proactive in our daily operations. We can spot issues earlier and respond faster, before customers are impacted.”**

— Anthony Hunter, Systems Engineer and Consultants, Commercial IT Solutions, Stepney, South Australia

### KEY BENEFITS

- Save time and increase profitability of services
- Gain a single consolidated view of all customer sites
- Rapidly identify actionable events and situations
- Minimize touch with remote monitoring and commands
- Spot vulnerabilities earlier and become more proactive

### Efficiently Delivering Affordable Managed Services

Most of the clients that rely on Commercial IT Solutions are not aware of current security issues or the available solutions that must be installed to protect their computing and network resources. They need an IT service provider they can count on so they can keep focused on their businesses. Commercial IT Solutions has built a reputation for doing just that by applying industry-leading technology solutions at their customers' sites and applying best practices that streamline management efforts while maximizing the quality of service they deliver.

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“Managed services are all about efficiency,” explained Anthony Hunter, a systems engineer and consultant for Commercial IT Solutions. “To have the time for proactive customer support, we need the best tools possible for remotely monitoring and controlling client networks. It’s all about minimizing ‘touch’ and getting the job done without having to constantly travel to the customers’ sites. We are able to do this by wisely selecting our technology providers—those companies that understand the unique needs of the small business.”

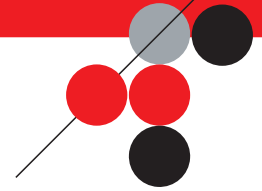
### High-Level Project Goals

- Maximize protection of client infrastructures
- Introduce efficient best practices for remotely managing customer sites
- Identify potential vulnerabilities quickly and highlight situations that require action
- Provide clients with transparent protection, and regular reports that help them improve practices for better security

### Why Trend Micro?

Years of experience have proven to professionals at Commercial IT Solutions that Trend Micro™ Worry-Free™ Solutions for small and medium businesses (SMBs) provide the most comprehensive protection. “Trend Micro listens to companies like us, and gives us security solutions that allow us to provide peace of mind to our customers,” said Hunter. “We don’t have to deploy and support supplemental tools—the Trend Micro solution gets the job done for us. Compared to other suites—Computer Associates, Symantec—Trend Micro is very straightforward.”

All of the Commercial IT Solutions clients benefit from Trend Micro Client Server Messaging Security for SMB. This platform provides comprehensive protection from multiple Internet threats: viruses, spam, spyware, phishing, and inappropriate content. The Trend Micro solutions also give Commercial IT Solutions centralized management suited to their managed services business model.



To further enhance the quality of protection and service offered to their clients, Commercial IT Solutions recently adopted the new Trend Micro Worry-Free Remote Manager. This centralized Web-based console, hosted by Trend Micro, allows the managed services provider to simultaneously monitor and control the Trend Micro Worry-Free Security solutions deployed across all of its client sites. "The Worry-Free Remote Manager interface is very simple and straight to the point," said Hunter. "It's easy to set up and easy to use. I don't know of any other software offering like this—a vendor-hosted tool that helps us provide better service to our customers."

### Scaling Managed Services

In the past, monitoring the security of its clients required about 10 to 15 minutes per day, per customer. Threat activity would be checked, updates confirmed, and license renewal status reviewed. Today, Worry-Free Remote Manager allows all sites to be reviewed simultaneously. In the same 10 to 15 minutes, Hunter takes care of the entire Commercial IT Solutions client base. As a growing business, this solution allows Commercial IT Solutions to better scale its managed services.

"I don't have to log in to each client anymore," explained Hunter. "This has cut down my workload significantly by making it easy to see everything at a glance. Things that require immediate action—such as license renewals—are flagged. I don't have to search through multiple screens for the critical information. The Worry-Free Remote Manager interface makes it simple and clear without cluttering my view with non-critical information."

### Delivering Proactive Service

"Worry Free Remote Manager allows us to be more proactive in our daily operations," said Hunter. "We can spot issues earlier and respond faster, before customers are impacted." The team at Commercial IT Solutions also enjoys the reporting capabilities included in Worry-Free Remote Manager. The straightforward format, including graphs, helps them teach their customers about security and best practices and further provides proof of the value of the managed service to customers. Hunter summarized, "We can show our clients where their practices are introducing vulnerabilities and help them make adjustments that improve their security. The Worry-Free Remote Manager helps us deliver truly Worry-Free operation to our clients. It's a great product—Trend Micro has talked to its customers and small business owners and this product shows that they understand our industry."

### Corporate Profile

**Commercial IT Solutions** • Stepney, South Australia • [www.comits.com.au](http://www.comits.com.au)

Commercial IT Solutions provides comprehensive IT services to a broad range of small businesses in Southern Australia. The company specializes in Microsoft networking support, providing managed services that allow customers to remain focused on their business.

**Industry/Vertical:** Managed IT Services • **Infrastructure:** Customer sites typically include 5-50 systems, including 1 to 3 servers

## TREND MICRO PRODUCTS

**Trend Micro Client Server Messaging Security for SMBs**

<http://us.trendmicro.com/us/products/sb/client-server-messaging-for-smb/index.html>

**Trend Micro Worry-Free Remote Manager**

<http://www.trendmicro.com/wfrm>

### 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, visit our Web site at [www.trendmicro.com](http://www.trendmicro.com).

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