

Trend Micro™ Worry-Free Security Allows IT Consulting Firm to Focus on Generating Revenue

NEDIGO professionals provide a range of IT services to more than 150 clients in Germany. To give SMBs the best possible protection from viruses, spam, spyware, malware, and other threats, NEDIGO resells Trend Micro security solutions.

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— Pascal Lafontaine, CEO
NEDIGO

KEY BENEFITS

- Simplified management with all-in-one solution
- Increased protection against a broad range of threats
- Saved time with more built-in automation
- Quick answers to inquiries and requests for information

Reseller-Friendly Security Solutions

Starting up a new consulting firm, with 90% of its projects focused on network solutions, required NEDIGO's CEO to choose the right partners. Past experience with Symantec solutions had taught Pascal Lafontaine the difficulties that could be faced and he set out to choose a security technology provider with a more reseller-friendly product line and business model. “Security solutions have to be non-intrusive—they should be invisible to the users,” said Lafontaine. “We have to give our clients the best possible technology and also introduce solutions that are easy for them and easy for us. Bottom line, our technology providers have to help our bottom line or we both lose business over time.”

High-Level Project Goals

- Choose security solutions suitable for a broad range of clients
- Partner with a technology provider that demonstrates commitment to support of resellers
- Build into client networks the best possible protection from viruses, spam, spyware, hackers, and other malware
- Simplify management of security to ensure profitable projects and services

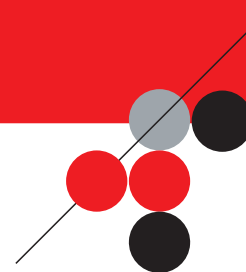
Why Trend Micro?

The search for the right security solutions and the right technology partner brought NEDIGO to Trend Micro. “From the start, Trend Micro gave us a full range of solutions. Most of our clients are small and medium businesses [SMBs], but we also have some enterprise-class clients as well as very small server-less environments that we support. We know that small to large, novice to expert, our clients get the best possible protection when we give them Trend Micro solutions.”

The NEDIGO decision to switch to Trend Micro was based on many capabilities, including ease of installation, automated vulnerability assessments, and Trend Micro's ability to provide a superior level of outbreak defense. Since the bulk of the NEDIGO business involves SMBs, Trend Micro Client Server Messaging Security for SMB has become a pivotal solution that they deploy and support. Client Server Messaging Security for SMB provides comprehensive protection from a broad range of threats, and coexists transparently in even the most performance- and bandwidth-sensitive environments. “Symantec solutions used to take up a lot of space and required that we configure clients with large amounts of memory,” explained Lafontaine. “Even then, users often complained that scans slowed down system performance. With Trend Micro Worry-Free Security, we give them a truly transparent solution.”

High-Quality Solutions and Support

“We just don't see customers having virus problems when we've deployed Trend Micro solutions,” said Lafontaine. “Trend Micro does an excellent job of distributing pattern files. That's not true with other antivirus products. This quality extends to the rest of Trend Micro's technology and also to the support organization. The few times I've needed help or information, I've always had a response from Trend Micro in less than 24 hours.”



Protection from Visible—and Invisible—Threats

Within the NEDIGO client base, Lafontaine notes that most computer users are aware of some threats—the viruses that bring down systems and spam that fills up their inboxes—but relatively unaware of the more insidious and less visible threats. Spyware attacks have escalated and NEDIGO has been introducing Trend Micro Anti-Spyware for SMB to avoid time-consuming cleanup efforts and keep customers happy with their system and network performance.

“We were anxious to participate in the Trend Micro Client Server Messaging Security for SMB 3.5 beta program when we heard that the release would include built-in anti-spyware technology,” said Lafontaine. “We were amazed at the number of enhancements that have been added to strengthen defense against the latest spyware, including rootkits and bots. Trend Micro Client Server Messaging Security for SMB is a great all-in-one solution for our SMB clients. We don’t have to sell them on an add-on anti-spyware package, and the integrated functionality simplifies our management efforts compared to two separate packages.”

Spam-Free Users

Trend Micro Client Server Messaging Security for SMB 3.5 also introduces enhanced spam protection. NEDIGO clients are experiencing a rapid increase in spam email, and the latest Trend Micro solution eliminates both the annoyance and productivity losses associated with spam and allows NEDIGO to introduce server-side quarantines to further offload desktop systems. Shortly after deploying release 3.5 software, NEDIGO measured a typical day’s email. Out of 1100 total emails, the anti-spam features caught 237 spam and 12 phishing messages. More importantly, there was not a single spam that made it through to end-user inboxes. “We are approaching 100% detection rates and 99% accuracy levels with the enhanced anti-spam capabilities in Client Server Messaging Security for SMB,” stated Lafontaine.

Zero Administration

Increased automation and enhanced report generation free up time for the NEDIGO team, allowing them to focus on other value-added services and revenue-generating projects. With built-in virus vulnerability assessment capabilities, Trend Micro Client Server Messaging Security for SMB automatically checks for and identifies systems with out-of-date operating systems so that administrators can proactively take action. “Client Server Messaging Security for SMB just works—I find that I don’t even bring up the dashboard anymore. I set up the automatic report function to send me emails every week with summaries of virus and spyware attacks. I can then confirm that those systems are clean if I want to, but even that effort I’m finding is unnecessary since the latest release has also further automated cleanup of any residual effects from viruses and other malware. I would never tell my clients to ignore security, but most of the time Trend Micro lets me do just that,” concluded Lafontaine.

Corporate Profile

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NEDIGO professionals provide a range of IT services based on in-depth knowledge of Microsoft™ Windows™ environments. More than 150 clients rely on NEDIGO for Web hosting, business VPN deployments, and a broad range of network projects. Improving overall network performance and topologies, introducing effective security policies and solutions, and deploying network build outs can be left to the professionals at NEDIGO, leaving clients more time and energy to focus on business objectives.

Industry/Vertical: IT Consulting • **Employees:** 15

TREND MICRO PRODUCTS

Trend Micro™ Client Server Messaging Security for SMB 3.5

<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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