

IT Service Provider Increases Profitability and Gives Customers Worry-Free™ Security

Portsmouth Computer Group (PCG) has built a reputation for providing an extraordinary level of customer service and superior product knowledge. Customers rely on PCG experts to select, deploy, and manage vital infrastructure resources including security solutions that prevent outages and protect critical assets.

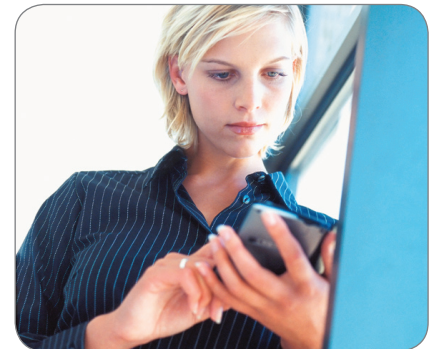


SHIELDING BUSINESSES FROM COMPLEXITY

“No major outbreaks have impacted our customer base since we’ve been deploying Trend Micro Worry-Free security... our customers are satisfied and that means we are satisfied.”

— Kevin Plona,
Client Services Manager,
Portsmouth Computer
Group
Portsmouth, New Hampshire

For more than a decade, PCG has helped clients stay focused on their businesses by serving as their one-stop technology resource. “Our major vertical market includes professionals that are typically not very technology savvy—doctors, lawyers, and insurance brokers want technology that helps them get their jobs done, but they don’t want to become experts,” said



Kevin Plona, client services manager at PCG. “We allow our customers to stay focused on their core businesses. They rely on us to keep things running smoothly. For example, when it comes to security, they want protection but they don’t want to know about the latest threats. PCG stays on top of things so they don’t have to.”

KEY BENEFITS

- **All-in-one protection.** Customers gain 24x7 protection against viruses, spam, spyware, unwanted content, and other Web threats.
- **Transparent operation.** Detection and removal of malware happen automatically with no performance degradation.
- **Zero administration.** Easy deployment, intuitive interface options, and automated functions offload day-to-day management.
- **Access to expert knowledge.** Trend Micro experts understand the unique needs of the reseller and the SMB customers they serve.

PCG chooses Trend Micro Worry-Free security solutions for customers that contract support or managed services. Trend Micro™ Client Server Security for SMB and Client Server Messaging Security for SMB help PCG keep their clients ahead of threats. “No major outbreaks have impacted our customer base since we’ve been deploying Trend Micro Worry-Free security,” said Plona. “We are very happy with Trend Micro SMB solutions because our customers computers are running optimally—our customers are satisfied and that means we are satisfied.”

INTEGRATED WEB-THREAT PROTECTION

PCG values the constant stream of technology enhancements from Trend Micro. “Trend Micro products are very effectively evolved to keep up with the times,” explained Plona. “For example, we are seeing a definite increase in Web-threats like spyware. Viruses are

almost a secondary focus. Internet use is so prevalent today—clients are out on the Web and therefore need more protection. Trend Micro Client Server Messaging Security has addressed this emerging trend—the solution integrates anti-spyware, anti-phishing and URL filtering technology. Our clients have the benefit of a single solution and we can help them save money since they don't have to renew multiple solutions.”

EASY DEPLOYMENT AND MANAGEMENT

A single Trend Micro Worry-Free solution provides protection for multiple systems at the customer's site. Installation is fast and easy, and day-to-day operation is transparent to the end users. “The process for deploying and managing Trend Micro Worry-Free security is very simple,” said Plona. “It allows us to get new customers protected as quickly as possible. Once deployed, the remote management tools and the new Worry-Free Remote Manager make it fast and easy for us to support our clients. The management consoles are very well thought out—even non-technical customers can interact with the Trend Micro solutions if they choose.”

Trend Micro Worry-Free Remote Manager provides efficiencies of scale for PCG's business. The web-based tool gives them a single view across multiple customer sites. They use the solution to save time, and therefore increase profitability for the growing managed services business. “Our technicians routinely monitor dozens of sites,” said Plona. “With Worry-Free Remote Manager, technicians can be more proactive and more rapidly serve clients. They can initiate remote scans, check to make sure clients are running the latest versions of security solutions, and carry out a multitude of tasks that would otherwise require trips to customer sites. It saves time for our team and for the customers since we can address issues before they turn into problems.”

AN EFFECTIVE PARTNERSHIP

The technicians at PCG take advantage of the Trend Micro reseller resources to keep up with the latest trends and learn about new products. The partner program gives them:

- Access to Trend Micro sales representatives
- Support contacts and escalation process for security issues
- Assistance to help get new customers started with Trend Micro solutions
- Tools and techniques for customer monitoring, migration, and issue resolution

“We partner with Trend Micro because of the great products, but we also get great technical support,” said Plona. “Whenever we have called them, they are quick to answer our questions and resolve any issues. We are very happy with Trend Micro reseller technical support.”

CORPORATE PROFILE

Portsmouth Computer Group (PCG) Portsmouth, New Hampshire

PCG offers small and mid-sized businesses, non-profit organizations, and government agencies a single information technology contact for on-call IT, network solutions, computer sales, and technology service and support. Founded in 1996, PCG offers its clients comprehensive support from a full complement of certified technicians.

- **Industry/Vertical** IT services
- **Employees** 10
- **Infrastructure** Average customer:
12-15 PCs;
1-2 servers
- www.pcgit.com/

TREND MICRO PRODUCTS

- **Trend Micro Client Server Security for SMB**
<http://us.trendmicro.com/us/products/sb/client-server-for-smb/index.html>
- **Trend Micro Client Server Messaging Security for SMB**
<http://us.trendmicro.com/us/products/sb/client-server-messaging-for-smb/index.html>
- **Trend Micro Worry-Free Remote Manager**
www.trendmicro.com/wfrm



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