

# Hosted Security, MSP Tools Boost Efficiency for On-Site PC Customers



Trend Micro™ Worry-Free™ Business Security Services Strengthens Service Provider's Value Add, Lowers Costs, and Streamlines Support



## SUMMARY

- >> **Company:** On-Site PC Services
- Region:** Dallas/Fort Worth, TX
- Sector:** IT Services
- Trend Micro partner since 2005**

### Overview

On-Site PC Services has provided IT support to small businesses in the Dallas/Ft. Worth area since 2001. The company provides managed services for physicians, lawyers, CPAs and other offices with five to 50 PCs. On-Site currently serves 35 managed customers with 620 seats.

### Challenges

In addition to providing its clients with great protection against today's growing IT threats, On-Site wanted to centrally manage its customers. When On-Site aligned their service packages to cloud-centric service offerings, they found it was very difficult to manage their security solutions.

### Solutions

After viewing a demonstration of Trend Micro™ Worry-Free™ Remote Manager, On-Site knew that the Trend Micro small business solutions and MSP program were just what they needed. On-Site switched its managed clients to Trend Micro Worry Free Business Security Services, introduced MSP tools for support and licensing management.

### Results

The switch to Worry-Free Business Security Services enabled On-Site to align its IT services with its customers' migration to the cloud and increased protection with powerful web filtering and behavior monitoring features. The solution also lowered per seat costs, provided a "pay-as-you-go" license structure, and greatly improved margins due to visibility and control over renewals.

“Trend Micro Worry-Free Business Security Services can easily be rolled into our cloud-based packages, but the biggest benefit is how easy it is to manage the hosted security solution.”

Brian Davis, President and CEO  
On-Site PC Services, Texas