

Trend Micro and Kaseya

Managed service providers (MSPs) looking to streamline management of their customer environments and increase operational efficiencies for their managed services business can benefit from a tighter integration between Trend Micro and Kaseya. In a single console, service providers can manage and monitor the overall health of installed Trend Micro products in their customers' environments.

Consolidated Software Deployment

Trend Micro products utilize industry standard installation packages (MSI) for easy, centralized deployment via the Kaseya Software Deployment and Update functionality. This allows you to easily deploy Trend Micro solutions in to your existing and new managed services customer environments in a simple, repeatable way.

Up to the Minute Notifications of Security and System Events

Keeping track of all the threats and security events can be challenging for a MSP who manages multiple customer environments. The Monitoring and Alarm functionality available in Kaseya solves the problem by monitoring the overall health of installed Trend Micro products in your customers' environments. It triggers an alarm when there is an issue that needs attention.

Security Audit

Security can be audited by collecting and analyzing software scans, agent procedures, and reporting functionality within Kaseya, along with the data about which Trend Micro products are installed and the product versions in use. This information identifies gaps in your customers' security posture, and can be used as an upsell opportunity for customers that aren't using the latest Trend Micro products.

Ticketing

Trend Micro provides two integration options into the Kaseya Ticketing system. Trend Micro™ Worry-Free™ Remote Manager can be directly integrated into Kaseya's ticketing system to create tickets based on alerts.

For partners who may not be using Worry-Free Remote Manager, Trend Micro™ Worry-Free™ Business Security Services can be integrated directly into Kaseya's ticketing system via the Notifications settings in the Worry-Free Business Security Services console.**

*** This functionality is also available in Trend Micro™ Worry-Free™ Business Security Standard, Trend Micro™ Worry-Free™ Business Security Advanced, and Trend Micro™ Hosted Email Security*

For more information on this functionality, including step-by-step instructions, please download our Kaseya Technical Integration Guide at <http://www.trendmicro.com/msp>

Managed Service Provider Program

Trend Micro Managed Service Provider solutions automate security management, allowing you to focus on key priorities like increasing value to your customers and growing your business.

Trend Micro is the perfect partner for MSPs. We give you solutions that will help you become more profitable by lowering your costs, increasing your productivity, and increasing your recurring revenue stream. In addition to industry-unique tools that allow you to self-provision product licenses on demand and centrally manage all your customers from a single web-based management console, Trend Micro offers a monthly pay-as-you-go billing option that aligns with your business model.

PROGRAM BENEFITS

Increase Productivity

- Cloud-based security solutions require no set-up time or on-going maintenance
- On-demand self-provisioning capabilities eliminate delays due to traditional software ordering processes
- Integrations with RMM/PSA tools streamline usage data and billing
- Eliminates renewal tracking and administration

Increase Profits

- Increased recurring revenues, annuity streams, and cash flows
- Increased average deal size through additional product offerings and platform support
- Increased margins through aggregate pricing

Decrease Costs

- Reduced financial risk due to no up front investment in unnecessary product licenses
- Flexible usage-based pricing automatically aligns with your business model and billing cycle
- Zero startup cost

• **Offer a Full Range of Managed Security Services:**

• Trend Micro security services can help you increase revenues by expanding the services you offer to both new and existing customers.

• To become a Trend Micro MSP partner, visit: <http://www.trendmicro.com/msp>

