

Trend Micro™ and LabTech RMM

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 LabTech RMM. 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 LabTech RMM Software Deployment 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.

MONITORING

Monitors for Worry-Free™ Business Security can be configured on individual computers by creating a service monitor on the computer. LabTech RMM provides a number of alert templates that allow you to choose what actions to take when an alarm is raised, including restarting services or creating a helpdesk ticket.

For more information on this functionality, including step-by-step instructions, please download our LabTech Technical Integration Guide at 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

Increases 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

Increases Profits

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

Decreases Costs

- Reduces 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 start-up cost

SECURITY AUDIT

Security can be audited by collecting 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 can be directly integrated into LabTech's ticketing system to create tickets based on alerts via the notifications settings in the Worry-Free Business Security console.

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, please visit: www.trendmicro.com/msp



Securing Your Journey to the Cloud

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