

Trend Micro™

Premium Support Programs

Advanced support options for your enterprise

Personal Service, Comprehensive Coverage

Trend Micro™ Premium Support Programs provide proactive, personalised service, combining round-the-clock, urgent priority handling of service requests with leading edge antivirus, content security, and technical expertise to quickly address issues and deliver product knowledge.

With a Premium Support Program, your IT security staff gain access to the latest best practices and security recommendations, tailored to your specific needs.

Technical Account Managers

All of our Premium Support options – Silver, Gold and Gold plus – entitle you to an assigned Technical Account Manager (TAM), a trusted security advisor who fully understands your business. Your TAM provides proactive notifications based on your current product set and personally facilitates your cases within Trend Micro to provide faster resolution.

“Unlike other vendors, Trend Micro offers us sound and reliable support services. I feel secure knowing that if there is an outbreak or emergency situation, and we need advice or support, Trend Micro is always there with a first-class service.”

- Head of Messaging and Collaboration DHL

SILVER	GOLD	GOLD PLUS +
<p>Silver Premium Support is designed for medium-sized enterprises and includes:</p> <ul style="list-style-type: none"> • 24x7 phone access to your assigned Technical Account Manager (TAM) • Incident management, real-time online problem tracking, and a monthly report from your TAM detailing all service activity • Quarterly product updates sent on CD / DVD • Virus outbreak RED alert 	<p>Gold Premium Support is designed for medium to large enterprises and includes all Silver level benefits plus:</p> <ul style="list-style-type: none"> • Trend Micro™ Virus Response Service Level Agreement (see details below) • An annual, full-day, on-site health check performed by a qualified security expert to reduce long-term support issues and costs • Regular 'Status' phone conferences • Additional nominated contacts 	<p>Gold+ Premium Support is designed for large enterprises and includes all Gold level benefits plus:</p> <ul style="list-style-type: none"> • A two-day, customised, on-site training course every 12 months • Scheduled on-site assistance • Additional nominated contacts

2-Hour Virus Response SLA

In a first for the antivirus industry, Gold and Gold+ Premium Support customers qualify for the Trend Micro™ Virus Response Service Level Agreement (SLA), a two-hour, penalty-backed virus support service guarantee. Benefits of the Virus Response SLA include:

- Immediate verification/classification by TrendLabs of each submitted virus case
- Delivery of a pattern file, guaranteed to detect the virus, within two hours of virus case submission
- A financial penalty, paid by Trend Micro™ in favour of the customer, if the two-hour time limit is breached

TrendLabsSM

Trend Micro™ Premium Support Program is backed by TrendLabsSM, our global network of research and support centres where engineers continuously develop new threat intelligence and deliver the means to detect, preempt, and eliminate attacks.

Contact us:

Email: sales@trendmicro.com.au

Sales support

Australia: 1800 653 870

New Zealand: 0800 408 065

Technical support

Australia: 1800 201 122

New Zealand: 0800 888 190

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ANTISPYWARE



ANTISPAM



WEB REPUTATION



ANTIVIRUS



ANTIPHISHING



WEB FILTERING

Program Details	Premium Silver	Premium Gold	Premium Gold Plus
License Terms			
Packaged Support Incidents ¹	30	50	70
Permitted (Named) Customer Contacts	4	7	10
Account Management			
Global Coordination			
Orientation & Planning	x	x	x
Regular Phone Status Meetings		x	x
Monthly Reports	x	x	x
Nominated Technical Account Manager(s) [TAM]	1	1	1
Proactive Services			
Annual 1 day on-site Health Check/Audit		x	x
Annual 2 day on-site customised Training			x
Quarterly Product CD Update	x	x	x
Personal Virus Outbreak RED Alert & Notification	x	x	x
Responsive Services			
Priority Level: Virus and Product Case Handling	Silver	Gold	Gold
Onsite Support (subject to availability, limits apply)			x
2 Hour Virus Case SLA		x	x
Direct Access to Nominated Support Representative	x	x	x
Escalation Available	x	x	x
Phone Support	24x7 TAM callback	24x7 TAM callback	24x7 TAM callback
Online Support			
Real-Time Problem Tracking	x	x	x
Private Upload/Download Servers	x	x	x
Access to Premium Knowledge Base	x	x	x