

Trend Micro Worry-Free™ Business Security

Support Program for Small Business

From installation to after-hours support, we protect your business

Get support round-the-clock—when your business needs it

Your business is now protected by Trend Micro Worry-Free Business Security, the best security available for small businesses like yours. With the increasing complexity of new threats, live access to an expert providing an additional layer of security is not only a worthwhile investment—it gives you peace of mind knowing your valuable data is always safe from identity thieves and cyber crooks. And with our per user pricing, even the smallest business can afford to be protected after hours.

Worry-Free 24x7 Priority Support

The Priority Support plan for Worry-Free Solutions gives you access to Trend Micro security experts any time day or night, 365 days a year. It also allows our specialists to remotely access your computers to quickly diagnose and resolve issues so your business is always protected. Worry-Free 24x7 Priority Support includes:

- Access to technical support anytime you need it: 24x7x365
- Faster resolution by giving experts remote access
- Access to advanced support resources
- Virus and spyware removal service



“Viruses don't keep regular business hours and we can't afford to have our computers down if a problem occurs in the middle of the night. Knowing that Trend Micro experts are there to assist 24x7 really gives me peace of mind that a virus won't stop my business operations.”
Worry-Free customer

Which Trend Micro Support Plan is best for your business?

FEATURES	STANDARD SUPPORT (INCLUDED AT NO CHARGE)	24X7 PRIORITY SUPPORT PLAN
Support for product issues	☑	
Support during regular business hours	☑	☑
24x7 access to phone support		☑
Direct access to Trend Micro security experts		☑
Priority access to support		☑
Quicker resolution with expert remote access support		☑
Optional: <i>Worry-Free Remote Installation</i> is available for Worry-Free Business Security Advanced, Standard and Services.		

Worry-Free Remote Installation

Do you have the expertise to install and deploy new software on your computers? Without IT expertise, installing and deploying software can be tricky business. Our Remote Installation offering eliminates the guesswork and ensures that you have a successful installation.

Worry-Free Remote Installation gives you the freedom to schedule the service any time and have our experts perform the installation for you. You can rest assured that systems, servers, Internet connections, and applications are in place and security is performing according to Trend Micro's recommendations. Worry-Free Remote Installation includes:

- Deployment planning
- Remote Installation of the Worry-Free Business Security product on your server
- Remote Server-based installation of the Worry-Free Business Security product to your desktops, laptops and workstations
- Brief tutorial on the use of Trend Micro Worry-Free Business Security software and services

Worry-Free Remote Installation is available for Worry-Free Business Security Advanced, Standard and Services.

Per Incident support also available

Small Business Malware Removal

If you ever have a virus that you just cant remove you can buy a one time removal service and our engineers can help you any time of day.*

Worry-Free Post Installation Remote Assistance

If you have an issue that needs immediate resolution and requires an engineer to remotely access your machine outside of normal support hours this is for you.

Get 24x7 Priority Support and Worry-Free Remote Installation for your business

You deserve the peace of mind that comes with expert installation and 24x7x365 security support. Contact Trend Micro to get started with our convenient Support Programs for Small Business so you'll never worry about security support again.

The agent was courteous and professional. It was by far the most satisfying on-line service experience.

Gary, Texas

The Trend Micro support team overall performed an excellent job. The remote control support took over and in minutes my computer was back up and running.

Julie, Florida

Your excellent service protocol should be emulated by other industries.

Jon, New Jersey



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*Virus Removal Service applies only if an active TM security software is present on the unit at time of virus infection