



## Trend Micro™ Worry-Free™ Remote Manager Saves Time and Raises Overall Level of Service

*Grassroots IT is committed to the long-term satisfaction of its clients through the ethical provision of solutions, not just products. To affordably deliver enterprise-class services requires the team to select the best possible technology and tools including the right security solutions to protect each client.*

**“Worry-Free Remote Manager lets us prioritize all issues across all clients. This puts us in a position to take care of the critical clients and situations first, before the client is even aware of the problem.”**

– Ben Love, Managed Service Provider, Grassroots IT

### Delivering Enterprise-Class Protection to Small Business

“We are the IT department for our small business customers,” explained Ben Love, a managed service provider in Brisbane, Australia. “They need enterprise-level support, but can’t afford to pay enterprise prices. By leveraging our team across multiple clients and focusing on process efficiencies, we can deliver high-quality services to them for an affordable price.” Grassroots IT has developed a successful business model by streamlining their internal cost of delivery for managed services. The company selects and deploys solutions and tools that fit into this model while giving customers the best possible business foundations. To protect the networks and systems, Grassroots IT has standardized on Trend Micro small business security solutions.



### High-Level Project Goals

- Protect network operating center and all layers (desktop, laptop, server, and gateway) at client
- Shorten the time required to monitor all client networks
- Efficiently identify and resolve any high-priority security issue
- Regularly communicate service statistics to clients to underscore the value of the service

### KEY BENEFITS

- Focus on critical issues first with a single view of security status across all customer sites
- Avoid travel to each customer site with remote management capability from Web console
- Improve overall customer satisfaction with proactive protection
- Demonstrate the value of the service with enhanced reporting and analysis capabilities

### Why Trend Micro?

From the start, Grassroots IT has partnered with technology vendors that provide all-in-one solutions for their clients’ businesses. “Trend Micro really understands our market segment,” said Love. “They give us the tools we need to be successful. For example, Trend Micro™ Worry-Free™ Remote Manager helps us see what’s going on across all of our customer sites. We don’t have to support each of them in isolation or duplicate efforts to get a view of the whole. By letting us create a single, virtual network that extends to all of the sites we manage, Worry-Free Remote Manager saves us time and raises our overall level of service provided.”

### Increased Operational Efficiency

Before using Worry-Free Remote Manager, Grassroots IT began each day by individually checking the status of each client site. They also had to read through the numerous email alerts from the night before. The process of checking status used to take an average of 40 minutes. Today, status is taken immediately—at a glance—from a single remote console. More importantly, the Web-based hosted console lets them instantly identify situations that deserve immediate attention. Critical problems are no longer buried in emails, but brought to the front where they can be rapidly addressed and problems averted.



### Proactive Services

"As long as there are threats, there will be security issues that require attention," explained Love. "Now we can proactively plan our defense each day—in essence, we can 'triage' the security requirements. Worry-Free Remote Manager lets us prioritize all issues across all clients. This puts us in a position to take care of the critical clients and situations first, before the client is even aware of the problem. We no longer have to travel from one site to the next and hope that the last system we get to isn't the one with the most critical need. Now, we can spot problems before they affect our customers."

### Demonstrated Value of Service

Grassroots IT is also using Worry-Free Remote Manager to enhance communications with clients. The Web-based console provides customer-friendly statistics and summaries of security events. "Our business model requires that we constantly demonstrate the value of our service," said Love. "If everything runs smoothly, we have to remind our customers that this is because of the activity we are managing in the background. Worry-Free Remote Manager lets us enhance our customer reports to show them the high-quality protection that extends across their networks. We also take advantage of the operational reports from the tool—they give us the technical detail we need to spot patterns and trends across all sites and stay ahead of any issues."

### Corporate Profile

**Grassroots IT** • Brisbane, Australia • [www.grassrootsit.com.au](http://www.grassrootsit.com.au)

Grassroots IT provides the right technology solutions, training, and support for small businesses. The group of professionals use proven technology to realize true value and productivity by aligning solutions with each business—not the other way around. Grassroots IT is committed to the long-term satisfaction of its clients, through the ethical provision of solutions, not just products, and by communicating in plain language that makes sense.

**Industry/Vertical:** IT Services • **Infrastructure:** Typical client: 10-50 desktops/laptops; 1-2 Microsoft servers

## TREND MICRO PRODUCTS

**Trend Micro Worry-Free Remote Manager**  
<http://www.trendmicro.com/wfrm>

**Worry-Free Security Solutions**  
<http://us.trendmicro.com/us/solutions/small-business/worry-free-overview-landing-page/index.html>

### Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products, visit our Web site at [www.trendmicro.com](http://www.trendmicro.com).

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