



What Customers Are Saying About **Trend Micro™ Premium Support**

Trend Micro Premium Support is an optional support offering that gives you access to a designated Technical Account Manager (TAM) who shares in-depth product knowledge and security expertise. You'll benefit from personalized, proactive technical support. But don't take our word for it... listen to what our Premium Support customers have to say...

Kawasaki Motors Corp., U.S.A., California, USA

“ All throughout our history with Trend Micro, Premium Support has helped us get the most value out of our security solutions. We have access to configuration suggestions and can find quick answers to our questions using the online resources. When we need something escalated, we have 24x7 access to a team that knows how to handle urgent requests. We feel more secure knowing that we have the support of the entire Trend Micro team to ensure our success. ”

Cindy Harrison
Project Leader, Information Services Analyst

Bank Mandiri, Jakarta, Indonesia

“ The attacks were very quick and came with multiple variants. But with Trend Micro Premium Support, we settled the problems within just a few hours. ”

Edwin Budi Sutra
Vice President of IT Security

Atos Origin, Eindhoven, Netherlands

“ Our xSP Partner agreement includes Trend Micro Premium Support, which gives us a Technical Account Manager that is responsive and knows all about our business. With the technical resources of Trend Micro Premium Support, we can comply with even the most stringent service-level agreements. ”

Fred Van Schagen
Technical Consultant

Lakeridge Health, Ontario, Canada

“ Trend Micro Premium Support has been excellent. I can't say enough about the level of help we get from Trend Micro—they are fantastic. The technical support team really helped us get up to speed quickly. The move to Trend Micro has exceeded our expectations, both in terms of the product quality and the level of support we get. ”

Peter Hastie
IT Systems Consultant



National Cable Communications, New York, USA

“ With Premium Support, we are able to operate more proactively. We have 24x7 access to Trend Micro security experts who know our business and our deployments and can therefore respond very quickly to our needs. ”

Mark Goldstein
Supervisor, Network Operations

Rexam, PLC, London, UK

“ ...Our account team and Premium Support resources also help us evaluate software, deploy it, configure it, and manage it—they don't just tell us how to install one piece of the solution. They look at our overall environment and help us make the right decisions within the context of our business environment. ”

Antonio Traetto
Global Messaging Manager

Georgia-Pacific Corporation, Georgia, USA

“ Trend Micro Premium Support has kept us ahead of evolving security threats... Combined with in-depth knowledge of Trend Micro technology, our [Technical Account Manager] is able to address our concerns and needs very quickly. ”

Gary Hill
Chief Technology Officer

Wincanton PLC, Wiltshire, UK

“ Thanks to our Trend Micro Technical Account Manager, our deployment went very quickly and there was no disruption to business... Premium Support from Trend Micro has been invaluable, and we continue to rely on this vital 24x7 resource. ”

Paul Key
IT Security Manager

TREND MICRO INCORPORATED

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 and services, visit our Web site at www.trendmicro.com.

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