



Securing Your Journey  
to the Cloud

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## Vendor Program Overview

As a global leader in IT security, **Trend Micro** develops innovative security solutions that make the world safe for businesses and consumers to exchange digital information. With over 25 years of security expertise, we're recognized as the market leader in server security, cloud security, and small business content security. [www.trendmicro.com](http://www.trendmicro.com)

## Key Products

- Worry-Free Business Security Standard – Provides client/server security to protect a small business and its reputation against identity theft, cyber criminals and risky websites.
- Worry-Free Business Security Advanced – Provides client/server/messaging security to protect a small business and its reputation against identity theft, cyber criminals, risky websites, data loss and overwhelming spam.
- Worry Free Business Security Services – Provides client and server protection with a hosted management console.
- Worry-Free Business Security Services Advanced- Provides client and server protection with a hosted management console. Bundled with Hosted Email Security.
- Enterprise Security for Endpoints – Security for clients and file servers: client (OfficeScan with plug-ins: Intrusion Defense Firewall, Security for Macintosh); file server (ServerProtect for Microsoft Windows / Novell NetWare / Linux, OfficeScan); and central management (Control Manager).
- Enterprise Security for Endpoints and Mail Servers – Protection for clients and file and mail servers: client (OfficeScan with plug-ins: Intrusion Defense Firewall, Security for Macintosh); file server (ServerProtect for Microsoft Windows / Novell NetWare / Linux, OfficeScan); mail server (ScanMail for Microsoft Exchange / Lotus Domino); and central management (Control Manager).
- Enterprise Security Suite – Security from gateway to endpoint: gateway (InterScan Messaging Security, InterScan Web Security); mail server (ScanMail for Microsoft Exchange / Lotus Domino); file server (ServerProtect for Microsoft Windows / Novell NetWare / Linux, OfficeScan); client (OfficeScan with plug-ins: Intrusion Defense Firewall, Security for Macintosh); and central management (Control Manager).
- Smart Protection Suites - protects with XGen security, a blend of machine learning and other techniques. It is centrally managed and deployed on-premises, in the cloud, or in a hybrid model.
- Deep Security Suites - powered by XGen™, delivers multiple cross-generational threat defense techniques for protecting physical, virtual, cloud, and container workloads deployed in leading environments from VMware, Amazon Web Services (AWS), Microsoft™ Azure®, and Docker.

- Tipping Point - provides Integrated Advanced Threat Protection to defend the network against known, unknown, and undisclosed vulnerabilities and zero-day threats.

## **Maintenance/Support**

Standard maintenance support (one year of virus pattern updates, product version upgrades, and telephone and online technical support) is included with the initial purchase of licenses. Additional years of maintenance may be purchased. Maintenance must be purchased on the anniversary of the original purchase date.

## **Media**

Customers receive their software electronically, which is more streamlined than shipping media. Software is available as a free download from the following link: <http://downloadcenter.trendmicro.com>. CD Media may be obtained at a cost of \$25.00 MSRP.

## **Authorization Requirements**

No Authorization required

## **Ordering Requirements**

Trend Micro's minimum purchase quantity is 5 licenses for the Enterprise Program and 2 licenses for the SMB Program. To ensure prompt processing of your Trend Micro Software Purchase, please be sure to include the following information when placing your order with us:

1. Reseller's Ingram Micro Account Number
2. Reseller's PO number
3. Reseller's email address
4. Product(s) and quantity to be ordered
5. End-user company name
6. End-user shipping street address, city, state and zip code
7. End-user contact name - first and last name required
8. End-user contact phone number
9. End-user contact email address (email domain must match business name)

## **Product Delivery**

Trend Micro's normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery will go directly to the end-user and the reseller will be copied in on the license e-mail as well.

## **Renewals**

Renewals must be purchased within 6 months from date of expiration of the license. After 6 months from date of expiration, new licenses must be purchased to use the software. \*\*Customer will stop receiving software updates after 30 days from date of expiration if a renewal has not been purchased\*\*

## **Pricing Programs**

- New, Competitive Upgrade, Renewal
- 25% Discount available for academic/government/non profit end-users. Special skus apply.
- Multi-year discounts available
- Volume price levels

### SMB Pricing Levels

2-25 licenses

26-50 licenses

51-250 licenses  
251+ licenses

#### Enterprise Pricing Levels

5-25 licenses  
26-50 licenses  
51-250 licenses  
251-500 licenses  
501-1000 licenses  
1001-2000 licenses  
2001-5000 licenses  
5001+ call for pricing

### **Returns Overview**

Trend Micro allows returns that are requested within 30 days from the date of purchase. If a return is requested within 90 days, a replacement order is required. No returns are accepted after 90 days.

\*Trend Micro is able to reject a return due to size of order at any time.\*

A Letter of Destruction is not needed to complete a return.

To request a return, please contact us with the following information:

- Your Ingram Micro Account Number
- Your PO #
- Ingram Micro Order Number
- SKU of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return

Please contact our licensing desk with any questions.

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