

Service Provider Chooses Security Geared for SMBs

Panther IT switches to Trend Micro to better protect customers and improve service with on-the-fly management tools

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- Roman Raykhlin, President, CEO
Panther IT, Connecticut

EXECUTIVE SUMMARY

Customer Name: Panther IT

Industry: IT Services

Location: Hartford, Connecticut

Customer Base: 30 companies

CHALLENGE:

- Improve protection for small businesses with highly distributed environments
- Streamline managed services delivery, including support of security solutions and license management
- Manage entire customer base collectively, for efficiency.

SOLUTION:

- Switch customers to Trend Micro™ Worry-Free™ Business Security Services
- Take advantage of Trend Micro™ Worry-Free™ Remote Manager and License Management Platform to manage small business customers.

BUSINESS RESULTS:

- Lowered operating costs, with minimized trips to customer sites and low support overhead for hosted security solution
- Improved responsiveness, with on-the-fly provisioning and change management
- Improved ease of doing business with the right tools and ability to integrate security tools with PSA/RMM platforms
- Improved customer satisfaction, with fewer interruptions for security-related issues

Challenge

Panther IT has evolved a portfolio of managed services that meet the unique needs of small businesses. The technology consultants at Panther IT continually strive to simplify the highly distributed environments that customers rely upon, and to centralize management as much as possible.

“Some of our clients come to us with free antivirus software, and others have multiple security products,” said Roman Raykhlin, president and CEO of Panther IT. “What they all need is a single, managed solution—they don’t want to know about security or have to understand which buttons to click to make sure they are protected. We need to take care of all that for them, and manage the alerts. If they get hit with anything, we want to know that instantly.”

Earlier this year, Panther IT researched antivirus solutions for small businesses. They paid close attention to the management consoles and tools. What they discovered was great diversity, in terms of ease of use and overall features, and the challenge came down to choosing a single vendor who could best protect customers and also simplify the day-to-day management of security for the Panther IT support team.

Solution

Panther IT selected Trend Micro Worry-Free Business Security Services, and is currently converting customers to the hosted solution as in-place products come up for renewal.

“As we continue to help our customers get the most business value from technology, we can now offer them a managed service based on Trend Micro hosted security,” said Raykhlin. “Most of our customers are highly distributed, without a central server from which they can monitor or manage security. Worry-Free Business Security Services is the best choice for my business and for my customers’ businesses. It saves them money—they get fewer infections and problems with slowing computers. The Trend Micro solution really shines, and aligns very well with our managed services business.”

The selection of the hosted version of Worry-Free Business Security came down to the feature set.

“Trend Micro’s dashboard has unique functionality,” said Raykhlin. “Others didn’t allow us to change settings remotely, and many were not as easy to read as Trend Micro. Bottom line, they made it more difficult to manage our clients.”

The ease of management is a crucial requirement for meeting the company's profit goals. Panther IT relies on best-in-class tools to minimize operating costs and maximize productivity for sales and support tasks. Trend Micro Worry-Free Remote Manager and License Management Platform compliment the other service provider's tools and business practices.

"Worry-Free Remote Manager and License Management Platform integrate with ConnectWise and Labtech, our PSA/RMM platforms," said Raykhlin. "Our goal is to manage everything from one place, with one access point for all the information we need. Trend Micro understands this requirement, and gives us the right tools and capabilities."

Results

The switch to Trend Micro is working for Panther IT and its customers. "Clients protected by Worry-Free Business Security Services are not getting infections, and are not visiting risky web sites," said Raykhlin. "The Trend Micro solution is providing better protection. I can really relax now, knowing that Worry-Free Business Security is in place. It helps my clients, and it helps my business."

The support staff at Panther IT appreciates the at-a-glance views of the entire customer base provided by the Trend Micro dashboard. It is fast and easy to check status, and they can also change settings on the fly, when it is convenient for them and for their customers.

"That's the best part about the Worry-Free Remote Manager and License Management Platform—we can address customer requests in a minute, without interrupting the businesses we support," said Raykhlin. "We really like the Trend Micro managed services tools."

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DEPLOYMENT ENVIROMENTS:

- Small business customers, 1 – 20 users
- Highly distributed environments (some without servers)
- Trend Micro Worry-Free Business Security Services
- Trend Micro Worry-Free Remote Manager
- Trend Micro License Management Platform

Company Profile:

Founded in 2004, Panther IT is a growing provider of comprehensive, affordable solutions for IT consulting, network services and computer support in Hartford, West Hartford and surrounding communities in Connecticut. Its partnerships with many premier technology companies, including Cisco, Dell, HP, Microsoft, NETGEAR and Trend Micro, means Panther IT delivers top-notch technology solutions that keep businesses running efficiently.

Trend Micro Products

- **Trend Micro Worry-Free Business Security Services**
<http://www.trendmicro.com/us/small-business/product-security/worry-free-services/index.html>
- **Trend Micro Worry-Free Remote Manager**
<http://www.trendmicro.com/us/partners/worry-free-remote-manager/index.html>



Securing Your Journey to the Cloud

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