



Securing Your Web World

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Vendor Program Overview

Trend Micro is a global leader with over two decades of expertise in endpoint, messaging and web security. With operations globally, Trend Micro is focused on innovating smarter security solutions that protect against a wide range of insidious threats and combined attacks including viruses, spam, phishing, spyware, botnets, and other web attacks, including data-stealing malware. Volume licensing provides volume discounts and simple access to electronic product licenses. 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 and overwhelming spam.
- **Worry Free Business Security Services** – Provides client and server protection with a hosted (in the cloud) management console.
- **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). Replaces OfficeScan Client / Server Suite
- **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). Replaces Client / Server / Messaging for Enterprise
- **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). Replaces Neatsuite Advanced

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.

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**