Licensing Desk:
1-800-456-8000 x76494
Trend-Licensing@Ingrammicro.com
Desk hours - 8:30-8:00 Eastern
Market Development:
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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.

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.
Enterprise Security for Endpoints – replaces OfficeScan v10 to include the following: OfficeScan Superkey (AV+SW+DC+FW) English ver 10.x, ServerProtect (Win/Linux), TMCM v5 Standard Edition - English
Enterprise Security for Endpoints and Mail Servers – replaces CSM to include the following: OfficeScan Superkey (AV+SW+DC+FW) English ver 10.x, Trend Micro Mobile Security for Enterprise v5.0 Standard Edition - English, Intrusion Defense Firewall ver 1.x, Trend Micro Security for Macintosh No Firewall English ver 1.x, SMEX- & SMLD- Suite (Win/Linux), SP Filer (Win/Linux), TMCM_Adv
Enterprise Security Suite – replaces NeatSuite Advanced to include the following: OfficeScan Superkey (AV+SW+DC+FW) English ver 10.x, Trend Micro Mobile Security for Enterprise v5.0 Standard Edition - English, Intrusion Defense Firewall ver 1.x, Trend Micro Security for Macintosh No Firewall English ver 1.x, SMEX- & SMLD- Suite (Win/Linux)
SP Filer (Win/Linux), TMCM_Adv, IWSVA_Adv (AV+AAXS+URL), IMSVA_Adv (IMSVA+SPS)

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 SRP

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/Customer Number
2. Reseller's PO number
3. Reseller's email address
4. Product(s) and quantity to be ordered
5. End-user agency/organization 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 reseller and the end-user 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**