

Trend Micro™

WORRY-FREE WITH CO-MANAGED XDR

Detection and response across endpoint and email for Managed Service Providers (MSPs), supported by Trend Micro threat experts

Even organizations with the most advanced protection layers aren't immune to cyber threats, as there's no such thing as 100% prevention. It takes just one threat to get through for an organization to be 100% at risk. In fact, cyber threats are getting worse, with Accenture Security reporting in a 2019 study that there has been a 67% increase in security breaches in the last five years.¹ As there are very serious risks and costs associated with undetected—or slow to identify—threats in the organization, the goal is to detect and respond as soon as possible, before significant damage is done.

The problem for many MSPs is that detection and response today requires a significant amount of time and resources for investigation. Many MSPs lack a dedicated security team and don't have the time or expertise to hunt and investigate suspicious activity amongst the thousands of possible indicators and activity logs for their customer base.

While some endpoint detection and response (EDR) solutions may offer automated processes, it does little to help in the broader context of detection and response when you want to consider more than the endpoint—especially when email is the number one threat vector.

Trend Micro™ Worry-Free™ with Co-Managed XDR is a cross-product, cross-customer, and cross-partner detection and response service, co-managed by Trend Micro and Managed Service Providers, helping to mitigate threats for customers while alleviating overburdened MSPs. Using Trend Micro's expertise, MSPs can now elevate their security offerings to their customers without additional resource and investment.

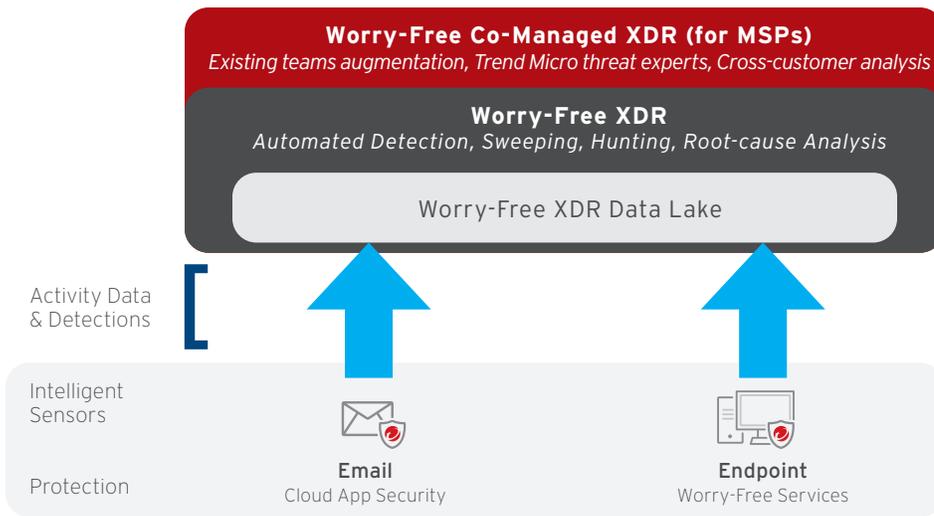
BENEFITS

- Provides holistic threat visibility and correlation across endpoint and email, enabling proactive containment and intelligent response by Trend Micro's threat experts.
- Monitors customer's Worry-Free XDR deployment 24/7 and will remotely investigate all critical security events. Real-time events from endpoint and email security will be continuously sent to the Trend Micro threat analysts via event logs and alerts. If a critical event is detected and validated it will be escalated to the MSP for action or mitigated by Trend Micro threat experts directly.
- In addition to providing everything Worry-Free XDR gives you, it adds co-managed detection and response services for MSPs, along with:
 - **24/7 threat experts:** Cuts through the fog of constant alerts to isolate genuine threats in their earliest stages, providing MSPs with personalized remediation steps for their customers.
 - **Cross-customer analysis:** Ensures that MSPs proactively protect their entire customer base from similar attacks. MSPs no longer need to log into each customer's product console to check logs and remediate threats, as the service automatically checks the MSP's customer base for the same threat and takes action to protect multiple customers at once.
 - **Cross-partner analysis:** Threat analysts analyze similar threats across partners, especially those in the same industry, to provide proactive response.
 - **Incident response:** Provides customized recommendations, or Trend Micro threat experts can conduct actions if authorized by MSPs.
 - **Monthly summary report:** Provides monthly reports to summarize case activity from the preceding month.

Easy for MSPs

- MSP-centric ecosystem integrates security monitoring and management across protection points and customer base (Trend Micro™ Remote Manager™)
- Easy Worry-Free bundles provide more upsell revenue opportunities
- Worry-Free with Co-Managed XDR reduces MSPs burden on threat hunting while providing stronger security for MSPs' customer base
- All bundles include pay-as-you-go, usage based licensing with no upfront commitment

¹ https://www.accenture.com/_acnmedia/PDF-96/Accenture-2019-Cost-of-Cybercrime-Study-Final.pdf#zoom=50



SERVICE OFFERING

- **Detection:** Within an organization, endpoint sensors record system activities, behaviors, and sends metadata about these recording—as well as endpoint alerts and detections—to the service. Microsoft 365 email or Gmail is also monitored, with alerts being sent to the service. Using AI, these alerts are correlated and analyzed through the Trend Micro™ Smart Protection Network™. The resulting correlated alerts are prioritized, while notifications are sent to the Trend Micro threat analysts.
- **Investigation:** A threat analyst investigates the specific threats by gathering additional information (with MSP approval) to determine vulnerabilities, understand what else may have been downloaded, or if the original threat has mutated and spread. The analyst investigates to determine the full root cause analysis and potential impact to the affected customer. Cross-customer and cross-partner analysis is also included.
- **Response and Remediation:** A report is provided to MSPs about the incident, including recommendations on how to respond and remediate from the attack where appropriate. Trend Micro threat experts can do mitigation actions on behalf of the MSP, if previously authorized. Trend Micro also provides monthly reports to summarize case activity from the preceding month.

TREND MICRO™ WORRY-FREE™ WITH CO-MANAGED XDR OFFERS MSPs:

- Increase protection for customers
 - Cross-layer correlation allows earlier detection and response to eliminate potential threats
 - 24/7/365 active monitoring and protection
- A way to expand your business
 - Upsell and cross-sell with more service offerings
 - Very scalable in a multi-customer environment
- Lower operating costs
 - Outsource the time-consuming and high skill tasks of threat triage and investigation
 - No commitment with monthly billing

FOUR WORRY-FREE SERVICES SOLUTIONS FOR MSPs:

<p>Worry-Free Services Advanced (Worry-Free Services + Cloud App Security + Email Security)</p> <p>Worry-Free Services</p> <p>Worry-Free Services plus:</p> <ul style="list-style-type: none"> • Protection for Microsoft 365, G Suite and cloud file sharing services • Business email compromise detection 	<p>Worry-Free XDR (Worry-Free Services Advanced + Endpoint Sensor)</p> <p>WF Services Advanced plus:</p> <ul style="list-style-type: none"> • Correlates data automatically across email and endpoint in one console • Automated detection, sweeping, hunting, and root cause analysis • Advanced threat detection through cloud sandboxing 	<p>Worry-Free with Co-Managed XDR (MSPs only, Worry-Free XDR + Managed Detection & Response)</p> <p>Worry-Free XDR plus:</p> <ul style="list-style-type: none"> • 24/7 threat experts • Detection, investigation, response, remediation • Monthly reports • Cross-customer analysis for your customer base (English only)
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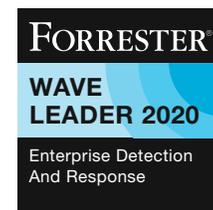
WHY CHOOSE TREND MICRO FOR YOUR SECURITY PARTNER?

- 30+ years of security expertise for business and consumers
- Worry-Free Business Security solutions that protect over 600,000 businesses worldwide
- Solutions that are powered by Trend Micro™ Smart Protection Network™, a cloud-based global threat intelligence infrastructure supported by over 1,200 threat experts worldwide

To learn more, contact your trusted IT partner or your local Trend Micro sales office.

See how we stack up

The Forrester Wave™: Enterprise Detection and Response, Q1 2020.



Trend Micro is a leader in the Forrester Wave™ for Enterprise Email Security, Q2 2019.



Trend Micro is named a leader in The Forrester Wave™: Endpoint Security Suites, Q3 2019.



Trend Micro, a global leader in cybersecurity, helps make the world safe for exchanging digital information. Leveraging over 30 years of security expertise, global threat research, and continuous innovation, Trend Micro enables resilience for businesses, governments, and consumers by providing connected security across the IT infrastructure. www.trendmicro.com



Securing Your Connected World

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