

Trend Micro Extends 24x7 Customer Support Services

Service provides mid- to large-sized North American businesses with expert, localized attention

DALLAS--([BUSINESS WIRE](#))--Enterprises cannot afford to lose productivity while awaiting support for their critical IT security issues. To ensure that business customers receive the support they need when they need it, [Trend Micro Incorporated](#) (TYO: 4704; TSE: 4704), a global security software provider, today announced Trend Micro Support as a standard service to provide 24x7 customer support for mid- to large-sized businesses in North America.

"Sound security goes hand-in-hand with good support," said Wael Mohamed, chief operating officer, Trend Micro. "Businesses, regardless of size or industry, need a knowledgeable partner to face the multitude of threats and challenges faced on a daily basis. This offering strengthens our commitment to the security and satisfaction of our customers and reinforces that Trend Micro will be there when they face challenges."

Based in Irving, Texas, Trend Micro Support provides customers with access to support resources from technically-skilled customer service engineers who can address their issues. Standard to most Trend Micro business offerings purchased after April 1, 2015, customers can rely on assistance from expert support professionals on-demand.

"Other security vendors take days to respond to our service needs, while Trend Micro is always just a call away, and very responsive," said William Schley, IT director, [Ochsner Health System](#). "We value our close relationship with Trend Micro, and the knowledge provided by their support services — they have consistently been an excellent security partner."

Trend Micro customer service engineers can be reached directly to help resolve issues as quickly and conveniently as possible. Customers will also have access to expert resources outside of business hours for critical issues.

"In today's increasingly complex IT environment, managing a mix of security capabilities can be a difficult task," said Jon Oltsik, senior principal analyst, [Enterprise Strategy Group](#). "The new Trend Micro program simplifies technical support by making it easy to connect with an expert without making an additional investment. Most importantly, it helps customers deploy overall Trend Micro capabilities more effectively."

For more information about Trend Micro Support, visit <http://www.trendmicro.ca/en-ca/enterprise/support-services/index.html>.

About Trend Micro

Trend Micro Incorporated, a global leader in security software, strives to make the world safe for exchanging digital information. Built on 26 years of experience, our solutions for consumers, businesses and governments provide layered data security to protect information on [mobile devices](#), [endpoints](#), [gateways](#), [servers](#) and the [cloud](#). Trend Micro enables the smart protection of information, with innovative security technology that is simple to deploy and manage, and fits an evolving ecosystem. All of our solutions are powered by cloud-based [global threat intelligence](#), the Trend Micro™ Smart Protection Network™ infrastructure, and are supported by more than 1,200 threat experts around the globe. For more information, visit [TrendMicro.com](#).

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