TREND MICRO SERVICE ONE™

Augment security teams with 24/7/365 managed detection, response, and support.

INTRODUCTION

As the number of cyberattacks rapidly increase, security systems are generating more logs and alerts, making detection and response more complex. Security teams are faced with the challenge of prioritizing an overwhelming number of alerts to discover and remediate critical threats. Moreover, evolving infrastructure models require organizations to quickly adapt and implement new security measures to maintain and operate hybrid or multi-cloud environments. Security cannot lag in this era of digital transformation–time is your most valuable asset.

GO FURTHER WITH TREND MICRO SERVICE ONE™

Trend Micro Service One is designed to help you discover, consolidate, and identify critical alerts and warnings and quickly act on threats. This powerful combination of the Targeted Attack Detection for qualified high risks with predictions of the attack's next move, premium support-case handling and resolution, and incident response team support give you outsourced cybersecurity monitoring 24/7/365. Your security team is now free to focus on driving innovation and meeting business objectives.

✔ Trend Micro Targeted Attack Detection

Our Targeted Attack Detection scans for early indicators of compromise (IoC) using our industry-leading threat research and the Trend Micro™ Smart Protection Network™. While many modern detection systems wait until critical assets have been compromised, flood you with false positive alerts, or only analyze log and network data, this 24/7/365 service alerts you to high-risk threats and attacks targeted towards your organization and will specify if any indicators of the specific attack were found and which endpoints were affected. In addition, you'll receive recommended actions based on the threat actor's predicted next moves.

✔ Managed extended detection and response (Managed XDR) service

Trend Micro Service One™ Complete customers enjoy support from the Trend Micro™ Managed XDR service, which is backed by highly qualified cybersecurity experts around the world. They constantly monitor and analyze activity data from Trend Micro solutions in your environment. By correlating data and insights from email, endpoints, servers, cloud workloads, and network sources, our security experts detect, hunt, and contain threats. Your team will be notified of validated detections, allowing you to quickly react and respond and prevent similar attacks from occurring in the future.

✔ Designated Service Manager

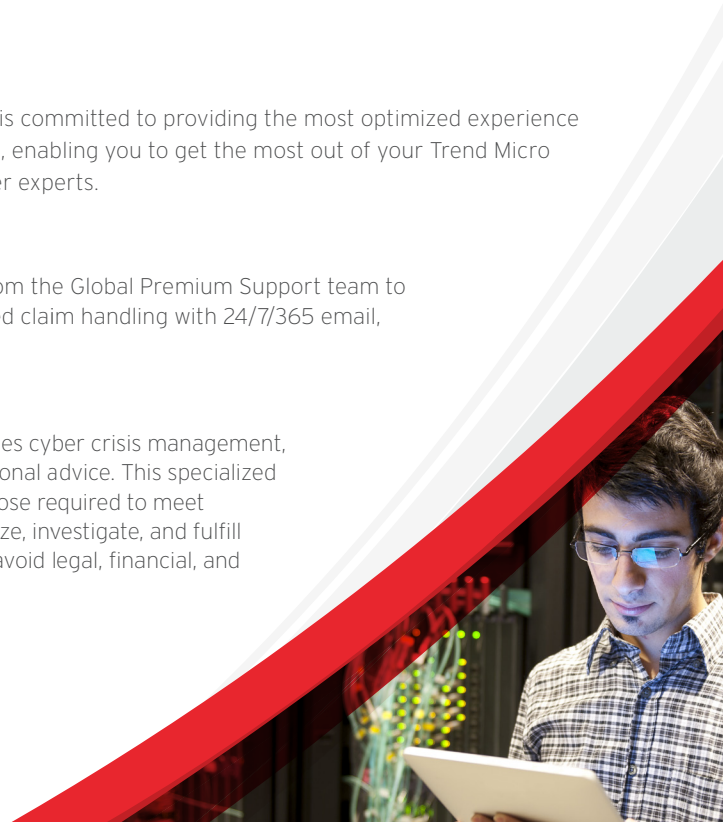
With Trend Micro Service One Complete, your designated Service Manager is committed to providing the most optimized experience with your Trend Micro solutions. Your Service Manager answers all inquiries, enabling you to get the most out of your Trend Micro solutions and facilitates access to cybersecurity, solution, and subject matter experts.

✔ Priority global support

All Trend Micro Service One customers receive priority support handling from the Global Premium Support team to resolve all issues quickly with minimal business disruption. Enjoy fast-tracked claim handling with 24/7/365 email, phone, and case portal availability.

✔ Incident Response Team

The Trend Micro Incident Response Team is a specialized service that combines cyber crisis management, state-of-the-art threat hunting expertise, digital forensics, and sound professional advice. This specialized team is critical for enterprises managing troves of valuable data as well as those required to meet several local and global compliance requirements. Specially trained to prioritize, investigate, and fulfill compliance obligations, the Incident Response Team can help organizations avoid legal, financial, and customer-relationship issues.



ONE POWERFUL SOLUTION

Trend Micro Service One supports your unique organizational setup while raising the baseline of your cybersecurity coverage. Seamless integration with Trend Micro solutions and experts extends your security team, providing more proactive prevention, detection, and response across your entire infrastructure.

TREND MICRO SERVICE ONE BENEFITS

Extend your team

Complement your security teams with access to our global support team who will work around the clock to resolve your issues and answer any inquiries, ensuring your security needs are met.

For Trend Micro Service One Complete customers, your designated Service Manager will guide you through questions, considerations, and challenges related to solution setup, usage, and deployment. Your Service Manager will assist you during the initial setup of communication channels with our various support and services teams to establish tailored support as well as optimal and efficient teamwork and collaboration. Monthly status meetings and quarterly business reviews with your Service Manager allow you to continually adapt your security strategy in line with evolving business goals.

Maximize effectiveness and skills

Automated updates ensure you have the latest features and solution upgrades, including intelligence feeds for threat information. Your security teams can access our extensive Education Portal for specialized, on-demand training sessions to continuously develop and update their skillsets.

The Knowledge Base provides comprehensive documentation and operational guides to enable secure configurations, deployment, and alignment with best practices. Regular solution and deployment health checks continually verify that your configurations are meeting best practice frameworks.

Trend Micro Service One Complete customers benefit from access to cybersecurity and security operations experts who can provide valuable insight regarding your design and innovation proposals. Customers in the Complete tier are also invited to beta programs and roadmap sessions.

Detect and respond faster

Our Targeted Attack Detection provides you with a timeline uncovering predictions of the high-risk attack. In addition, you'll receive a detailed action plan to help you react quickly and limit the scope of an attack and minimize business interruptions. View all notifications on our Targeted Attack Detection app, so you can stay on top of any threats discovered in your environment.

Trend Micro Vision One™ customers are eligible for Trend Micro Service One Complete, which provides extended coverage from our global Managed XDR team. Our expert team continually monitors suspicious, malicious and unwanted activity to generate high-fidelity alerts. These alerts are based on intelligence-driven (threat intelligence reports, threat intelligence feeds, and/or malware analysis) or situational-awareness driven (suspicious events or IoC within the network) methods, processes, and analytics across all your Trend Micro solutions.

Within hours of contacting us, our Incident Response experts will have established a customized plan of action with your IT department. Our workforce, tools, and processes will be set up instantly to monitor your network traffic while logs and disk images are already being analyzed for IoC or indicators of attack (IoA). In the background, our incident coordinators will organize the flow of information, making sure all defined stakeholders are being kept in the loop about findings, developments, and key decisions. Concise daily briefings and reports will provide you with all information and insight required to:

- Stop the ongoing attack in its tracks.
- Start rebuilding your production environment by localizing unaffected assets and backups.
- Harden your network, servers, and endpoint defenses to prevent future attacks.

	Trend Micro Service One	
Helping You to Prepare For, Withstand and Rapidly Recover from Threats	**Essentials**	**Complete**
EXTEND YOUR TEAM		
24/7/365 phone, email, and support portal case submission	Priority handling	Priority handling
White Glove Onboarding Service: start-up meeting, product/solution introduction, deployment guidance		✓
Designated Service Manager: monthly status meetings, quarterly business reviews, and accelerated defect fixes		✓
MAXIMIZE EFFECTIVENESS & SKILLS		
Product updates and upgrades including threat intelligence updates	✓	✓
Access to on-demand training, Knowledge Base, best practices, admin, and operational guides	✓	✓
Product Health check and advisory; upgrade assistance (On-demand for Essentials customers)	✓	✓
Roadmap sessions and beta program invitations		✓
Access to cybersecurity and CISO experts		✓
DETECT & RESPOND FASTER		
Targeted Attack Detection: Proactive threat prediction with 24/7/365 monitoring of any targeted attack, response guidance, access to a threat expert, and monthly reports	✓	✓
Managed XDR: Proactive threat prediction with 24/7/365 monitoring of XDR alerts, investigation and response with proactive outreach including IoC sweeping, IoA hunting, root cause analysis, impact analysis, incident prioritization, response guidance and access to Managed XDR threat analysts ***(Customer must subscribe to Trend Micro XDR solutions)***		✓
Trend Micro Incident Response service: investigate and help you recover from an attack, whether the assets being attacked are protected by Trend Micro or a third-party	Priority scheduling of **paid** service engagement	Guaranteed access with one yearly IR service engagement included

TREND MICRO SERVICE ONE TIERS

Trend Micro Service One Essentials

Augment your existing cybersecurity staff with priority access and support handling from those familiar with your setup. Continually enhance cybersecurity skills with access to on-demand training, as well as operational guides and best practice frameworks from our extensive Knowledge Base.

Leveraging 24/7/365 monitoring of critical threats in your infrastructure, the Targeted Attack Detection provides high-risk alerts validated by global threat experts, as well as a detailed action plan based on the predicted next steps of the attack. This service is available whether your solution is deployed on-premises or in a hybrid or multi-cloud environment.

Trend Micro Service One Essentials customers have priority scheduling with our Incident Response Team (additional costs apply for engagement). The Incident Response Team investigates and helps you recover from an attack, whether the assets are protected by Trend Micro or a third-party provider.

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Trend Micro Service One Essentials is also for customers that are currently not utilizing the EDR/XDR security modules from Trend Micro.

Trend Micro Service One Complete

Receive everything from Trend Micro Service One Essentials, plus a designated Service Manager that supports your security team from deployment onward with white-glove onboarding service. Your Service Manager also facilitates access to beta programs, as well as cybersecurity, solution, and subject matter experts for insights into design and innovation proposals. Designed to support evolving business objectives and needs with monthly status meetings, quarterly business reviews, and accelerated defect fixes.

Further, with Trend Micro Service One Complete, you receive 24/7/365 monitoring of all XDR alerts output by Trend Micro Vision One. You also benefit from investigation and response with proactive outreach, including IoC sweeping, IoA hunting, root-cause analysis, impact analysis, incident prioritization, response guidance, and access to Trend Micro Managed XDR threat analysts.

Benefit from one year of support from the Incident Response Team to help detect and eliminate ransomware from your environment.
Trend Micro Service One Complete is available for customers already utilizing Trend Micro EDR/XDR solutions backed by data from the Smart Protection Network.

TREND MICRO SERVICE ONE LIFE CYCLE

The life cycle is designed for 12-month periods for both tiers.

Onboarding

Service One Essentials customers are onboarded automatically when the ordering process is complete.

With Trend Micro Service One Complete, your Service Manager ensures your onboarding process is as fast and seamless as possible to limit workflow interruptions. Your Service Manager will ensure the right connection and setup with our global support team and the global Managed XDR team will establish a strong governance structure. Introduction to your Trend Micro solutions with best practices and administrative and operational guides aim to get you started quickly and securely. We will have you up and running in no time, allowing you to focus on your business goals.

Daily operations

Trend Micro Service One Essential and Complete customers have access to the Education Portal for extensive on-demand training and in-depth documentation to dive deeper into configurations, settings, solutions, or to strengthen your skills. With Trend Micro Service One Complete, your Service Manager and the extended Managed XDR team work closely with you to establish smooth daily operations. All planned and ad-hoc efforts and activities are documented and can easily be accessed and referenced for future planning to enable innovation.

Governance

Trend Micro Service One Complete is designed to be a part of your vendor management process and has predefined check points, such as a status meeting, security meeting, vendor relationship check-in, and structured reporting and service reviews.

Reports

Trend Micro Service One Complete customers receive monthly and quarterly status and update reports summarizing investigated customer threat alerts, incident cases which contain details of the threat, including affected hosts, IoCs, and recommended mitigation options—wherever possible. The Managed XDR team also provides monthly reports to summarize case activity from the preceding month. All cases and reports are published to your designated Service Manager, the Trend Micro Customer Success Portal, and are emailed to desired recipients through the standard case support system.

Service reviews

Trend Micro Service One Complete provides an opportunity for a formal service performance review at least once per quarter. This review examines service performance, significant events such as incidents, faults, as well as submitted cases, change requests, executions and recommendations provided.

Service Information

Trend Micro Service One is available for the following offerings:

- **Email:** Trend Micro™ Cloud App Security for Microsoft 365 or Google G Suite™
- **Network:** Trend Micro™ Deep Discovery™ Inspector, providing advanced network detection
- **Servers:** Trend Micro Vision One™ with XDR capabilities and risk insights as well as Trend Micro™ Deep Security™ Software and Trend Micro Cloud One™ – Workload Security (virtual, physical, cloud, and container security)
- **Endpoints:** Trend Micro Apex One™ for multi-layered endpoint security
- **Workloads:** Trend Micro Cloud One™ – Workload Security for virtual, physical, cloud, and container protection

TREND MICRO™

Securing Your Connected World