

TREND MICRO MIGRATION SUPPORT

Trend Micro's technical migration support entails technical guidance and assistance to help provide partner and customers with a seamless migration to Trend Micro's products.

Our goal is to enable you to successfully deploy our products by providing you with quick and easy access to our top Support Engineers for migration assistance and inquiries. Our Support Engineers will guide you through all migration steps as well as help you get familiar with Trend Micro's products and configurations.

THE COVERAGE

The following are the key support areas we are offering within our competitive displacement program

- Direct access to a dedicated migration support hotline and mailbox
- Design and Architecture validation based on existing network topology
- Migration best practices for product deployment
- Migration of current policies and exclusions from End Point Protection to Apex One
- Creation of automatic removal procedures or scripts – If possible
- Configuration of features for best protection against threats
- Deployment guidance for XDR for Users

**For the other technical support outside of the migration project, please go through our normal support channel*

DEDICATED SUPPORT HOTLINE AND MAILBOX

Hotline: In-Country Support TOLL FREE

[APAC TOLL FREE](#)

[MMEA TOLL FREE](#)

RESOURCES

Replacing Symantec with Apex One in 3 easy steps.

- Step 1: Download and install the Apex One Co-exist Agent
- Step 2: Remove Symantec Endpoint Protection / Endpoint Cloud
- Step 3: Convert the Co-Exist Agent to the Apex One Full Agent

Download [Migration Guide for Trend Micro Apex One](#)

View [Migration Guide Video](#)

ADDITIONAL NOTES

- As a cloud-based security solution, Apex One is easy to deploy, with no required on-site servers.
- Migration from other EPP or EDR solutions:
 - a. EPP – Follow the same steps as above similar to Symantec
 - b. EPP with Co-Exist EDR – Uninstall EPP first & install ApexOne then uninstall the co-exists solution before activating ApexOne EDR
- Migrating to Apex One is a simple process and Trend Micro support teams are available to assist you every step of the way to answer any questions you have.

***For details about what personal information we collect and why, please see our Privacy Notice on our website at: <https://www.trendmicro.com/privacy>*