Trend Micro

Training services — **Pre-sales pro services** — **Operations and enablement** — **Financial services** — **Post sales pro services** — **Managed services**
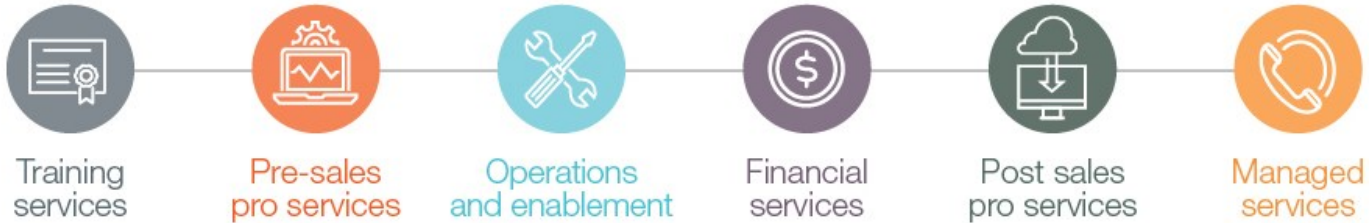
Let us guide you through the security sales cycle

When you partner with Ingram Micro, we'll show you how to go to market with the right solutions and services designed to expand your security practice. Ingram Micro and Trend Micro offer solutions and services throughout the entire sales cycle. Learn more about our combined resources and vendor-specific services and solutions.

Why offer security services?

- Increase customer entanglement
- Create a recurring revenue stream
- Generate new business opportunities
- Achieve trusted advisor status

Training Services

Education and enablement are cornerstones of Trend Micro's partner programs. Trend Micro has developed a comprehensive global education program with training and certification that provides partners with the skills and expertise required to sell, deploy and support Trend Micro solutions.

Training

Sales training courses provide foundational knowledge of Trend Micro solutions and their value proposition. Two tracks − sales training and technical sales training − are available to partners. Each track can be completed through self-paced, on-demand, on-line courses that are accessed through the partner portal. There is no fee for partners to participate in online training courses.

http://education.trendmicro.com

Certification

Certification ensures that technical professionals have the right level of in-depth technical knowledge and field experience needed to install, deploy and manage Trend Micro solutions. Requirements are a combination of classroom training, field experience and assessment exams. Certification, which is available for select Trend Micro solutions, is offered through a network of Trend Micro Authorized Training Centers, and is fee-based.

Specialization

Specializations recognize partner expertise and knowledge in key market segments and core solution areas, and reward partners financially. Specializations, which are earned and maintained by meeting a combination of sales training and technical certification requirements, are available for:

- Small Business Security
- User Protection
- Hybrid Cloud Security
  Network Defense

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Pre-Sales Pro Services

Trend Micro offers pre-sales support. This support can be in the form of education, sales collateral, as well as access to our customer service teams for Proof of Concepts and product demos. Trend Micro sales support hotlines are available Monday through Friday from 8:30am to 5:00pm Central Standard Time. Typical questions handled by our hotlines revolve around product positioning, features and value. Partners can also access a variety of sales, marketing and product information via our Sales Library in the Partner Portal.

IM Expert Professional Services - Ingram Micro IM Expert services are delivered or led by Ingram Micro Technical Staff on your behalf. These comprehensive services are offered only to our Value Added Resellers. IM Expert Assessment Services include, but are not limited to:

◊ **Wireless Network Assessments**

◊ **Social Engineering**

◊ **Network Penetration Test Assessment**

◊ **Infrastructure Assessment**

◊ **Web Application Vulnerability Assessment**

◊ **Virtualization Planning & Design Services**

Operations & Enablement

Ingram Micro offers a staff of Trend Micro dedicated resources tasked with managing day-to-day operations, as well as partner enablement and growth.

Trend Micro Operations & Enablement Resources   Main Phone: 1-800-456-8000

Market Development
We will assist you in building a strong Trend Micro practice through the vast programs and resources that Ingram Micro has to offer. As committed Trend Micro resources at Ingram Micro, we focus on partner recruitment, enablement, and development.
	Senior Market Development Specialist
	  Caitlin Schneider: x 67713
	  Caitlin.Schneider@ingrammicro.com
	
	Cloud Channel Account Specialist
	  Cherise Dolan: x 67157
	  Cherise.Dolan@ingrammicro.com

Pre-Sales Technical Support The Networking & Security Help Desk at Ingram Micro has 9 trained techs that can recommend and configure your complete network and security solution. Each technician is cross-trained on multiple vendor lines and will work with you to ensure that you receive the most effective solution.	**Networking & Security Help Desk: x 76102**
Partners Licensing Ingram Micro's dedicated Trend Micro team uses their strong knowledge of Trend Micro products to provide customized quotes and end-user configurations. They also manage licensing orders, will give you PO verification, and provide tracking on your orders.	**Trend Micro Licensing Team: x 76494** Trend-Licensing@ingrammicro.com Team Lead: Marijeanne.Bugenhagen@ingrammicro.com Manager: Judy.Denler@ingrammicro.com

Trend Micro

Operations & Enablement

Trend Micro Partner Programs provide you with everything you need to grow your business, and help better protect customers from the ever-evolving IT threat landscape. There are dedicated Partner Programs for traditional Resellers, National Resellers, System Integrators, Cloud Service Providers, and Managed Service Providers. The global team of sales and channel account managers works closely with partners and helps drive new business by actively identifying and qualifying sales opportunities that Trend Micro partners ultimately fulfill.

Ingram Micro Cloud is a department of cloud experts helping to qualify opportunities, assist partners with finding the right solution to fit their needs, and have business conversations to help develop the partners' cloud knowledge base and portfolio. Three teams of associates are dedicated to helping partners navigate the Ingram Micro Cloud portfolio, provide support through transactions, expose cross-sell opportunities, and promote overall growth.

Ingram Micro Cloud offers solutions for security, business applications, cloud management services, communication & collaboration and infrastructure to help partners monetize and manage the entire lifecycle of Cloud services, business systems and IoT subscription.

Contact (800) 705-7057, Option 2 Cloud.L&D@ingrammicro.com www.ingrammicrocloud.com

Ingram Micro Cloud Marketplace is a central, automated ecommerce platform and integrated web store, hosted and managed by Ingram Micro, that offers our partners access to real-time ordering, provisioning, managing and invoicing for over 200 vetted leading cloud services with 24/7 support all on one site.

Trend Micro on Ingram Micro's Cloud Marketplace: https://us.cloud.im/en/products/trend-micro/cloud-based-security/

Financial Services

Trend Micro's Managed Service Provider Program is designed for the MSP business model with monthly pay-as-you-go billing, unique tools for central management and self-provisioning, and solutions for integration with leading RMM and PSA tools. This program will enable partners to become more profitable and productive, and increase the value of the business.

Ingram Micro Financial Services offers a comprehensive portfolio of credit and financing options that help resellers tap into new markets, capitalize on new opportunities and close more sales. We can leverage Custom Financing, Leasing and Technology Financing, Credit Capacity and other programs to help win more deals.

◊ **Ingram Micro Credit Line**	◊ **Select Source**	◊ **Ingram Micro Lease It!**
◊ **Flooring Program**	◊ **Preferred Source**	◊ **Ingram Micro Vendor Leasing**
◊ **Direct Express**	◊ **Lending Club**	◊ **Lease Assignment of Proceeds**
◊ **Federal Escrow**	◊ **NOWAccount**	

Contact (877) 877-0035 financialsolutions@ingrammicro.com us-new.ingrammicro.com/financialsolutions

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Post-Sales Pro Services

Trend Micro provides the latest in Technical Support, Virus and Threat Help, and Renewals and Registration assistance via the online Business Support Center. Product experts are available via email or phone for consultation on licensing and technical issues.

Trend Micro's Technical Support Center's Channel Partner Hotline is a direct, toll-free, technical support telephone line available exclusively for our registered partners and Distributors. It gives you priority access to our senior engineers who can provide technical support assistance on the Level 2 issues you encounter with any of our Trend Micro business products. This hotline is available Monday through Friday, 5am to 5pm PST (except holidays).

Trend Micro Technical Support Center's Channel Partners Hotline: 1-800-293-1009

IM Link On Site and Remote Professional Services - Ingram Micro has built a Member to Member National Partner Network of IT Service Providers called the IM Link Partner Network to perform varying level of services under Non-Compete, Non-Disclosure agreements and quality assurance measures. Ingram Micro Partners can leverage the Network to reach a new geographic region, handle additional opportunities that they do not have time to perform, or bring in a specific skill or talent for a project. IT Staffing Placement Services are also offered through the program. IM Link Service Provider partners are located throughout North America and some service providers offer International technical capabilities and reach. Register at https://ingrammicrolink.com/

IT Asset Disposition (ITAD) - Ingram Micro offers disposal/refresh service for old equipment with a Digital fingerprint. Rebates available for Fair Market Value of collected assets. Many verticals have strict compliance measures for disposing of customer data from hardware and recycling hazardous materials properly - a requirement for anytime you are selling new hardware and you are working with clients in Government, Healthcare, Education, Finance, & Retail fields. DoD compliance certifications are available upon taking possession of aged assets.

Managed Services

Trend Micro Control Manager - This centralized management solution provides a single, integrated interface to manage, monitor, and report across multiple layers of security, as well as across all deployment models. Customizable data displays provide the visibility and situational awareness that equip you to rapidly access status, identify threats, and respond to incidents. User-based visibility enables you to see what's happening across all endpoints owned by your users, enabling you to review policy status and make changes across everything the user touches. Direct links to the Trend Micro Threat Connect database deliver actionable threat intelligence, which allows you to explore the complex relationships between malware instances, creators, and deployment methods.

For More Information, Contact:

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