

Sales and Channel Partner FAQ: Trend Micro Worry-Free XDR

November 2019

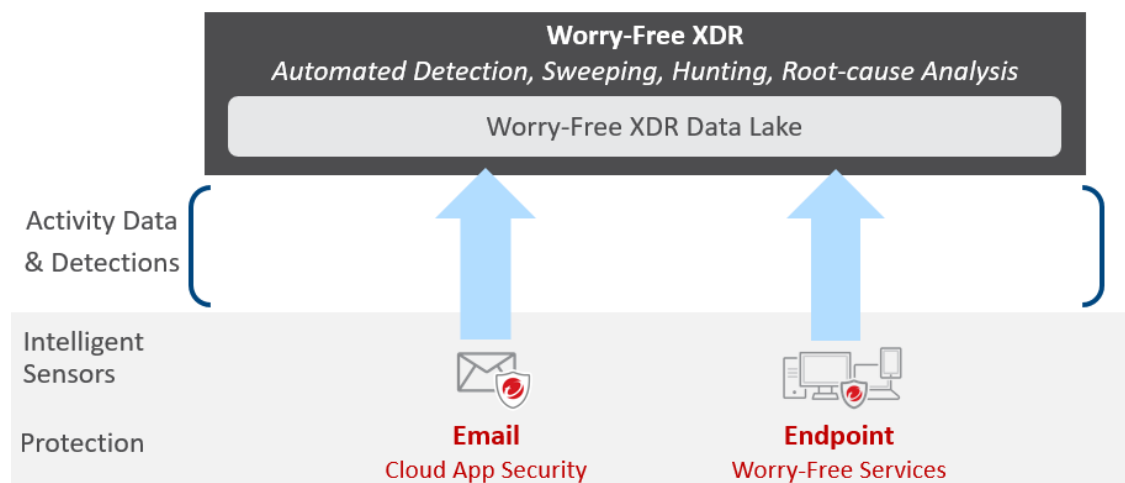
In this document:

- Worry-Free XDR
- Worry-Free Services 6.7 releases
- XSP/MSP

Worry-Free XDR

1. What is Worry-Free XDR?

- Worry-Free XDR is a new bundle available in November 2019. This bundle combines Worry-Free Services Advanced (Worry-Free Services, Cloud App Security, Email Security) and EDR add-on.
- X = refers to multiple layers and cross layer integration. DR = detection and response
- Worry-Free XDR provides automatic detection and response across email and endpoint.
- Customers will use Worry-Free Services as their single detection and response console.
- Email threat data is coming from Cloud App Security. Endpoint data from Worry-Free Services.
- The new XDR functionality is part of the new Worry-Free Services 6.7 release scheduled on Nov 15, 2019



2. How is Worry-Free XDR unique?

- Trend Micro is currently the only security vendor that provides native detection and response across email and endpoint.
- EDR today usually requires a significant amount of time and resources for IT admin to look at alerts and investigate. SMB IT admins don't have time to do this. While some 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.
- Trend Micro Worry-Free XDR:

- Addressing SMBs Needs: Automated sweeping and Root Cause Analysis, including step by step recommended actions allows IT admin to mitigate issues quickly. Designed for SMBs with limited resource, skillset or time for threat investigation.
- Beyond the endpoint: Automatically correlates data from sensors that collect detection and activity data across endpoint and email, the #1 threat vector.
- Complete Visibility: One console (Worry-Free Services) with native integration to endpoint and email. Also, cloud sandboxing included in the solution.

3. How do I buy Worry-Free XDR?

Worry-Free XDR can be purchased through a bundle sku starting November 2019.

4. Which Worry-Free bundles should I sell?

- Endpoint & device protection only – Worry-Free Services
- Endpoint, device and email protection – Worry-Free Services Advanced
- Detection & response across endpoint and email – Worry-Free XDR

Worry-Free XDR
(Worry-Free Services Advanced + EDR)

Worry-Free Services Advanced
(Worry-Free Services + Cloud App Security + Email Security)

Worry-Free Services

Worry-Free Services plus:

- Protection for Office 365, Gmail and cloud file sharing services
- Business Email Compromise detection

WF Services Advanced plus:

- Correlates data automatically across email and endpoint in one console
- Automated detection, sweeping, hunting, and root cause analysis
- Advanced threat detection through cloud sandboxing

5. I have Worry-Free Services but not Services Advanced, can I buy the EDR add-on sku?

Yes, the EDR add-on skus are still available.

6. I have Worry-Free Services Advanced and would like to get XDR functionality. What should I do?

Buy the EDR add-on skus. Adding the sku will give you XDR functionality across email and endpoint.

7. Will Worry-Free XDR be integrated into Trend Micro XDR (e.g. XDR for Users)?

No. Although the backend technology is the same, Worry-Free XDR has a different platform from the Trend Micro XDR (e.g. XDR for Users using Apex One). Worry-Free XDR is designed for Worry-Free customers and includes Worry-Free Services and Cloud App Security.

Worry-Free Services 6.7 releases

8. What's included in the latest 6.7 releases?

In addition to the launch of Worry-Free XDR, these are some other key features from 6.7 releases. See [What's New](#) for full list.

- Cloud App Security dashboard is integrated in Worry-Free Services console
- Cloud sandboxing is included in endpoint sensor (EDR sku) with no extra charge

XSP/MSP

9. Will you have anything designed specifically for MSPs around XDR?

A new Managed Detection and Response (MDR) offer designed for MSPs is planned to be available in first half of 2020. The new offer will allow cross-customer, in addition to cross-product, detection and response.