



Trend Micro Deep Security

Reviews, tips, and advice from real users



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Product Recap



Trend Micro Deep Security

Trend Micro Deep Security Recap

Trend Micro Deep Security is a comprehensive solution for endpoint security and server protection, which prevents ransomware attacks and unauthorized access attempts. Its valuable features include tracing back attacks, antivirus protection, endpoint detection and response, firewall-based solution, threat detection, predictive machine learning and AI monitoring, VPM, virtualization, and sandboxing.

The solution is easy to use, scalable, stable, and reliable, with good technical support. It has helped organizations perform well against malware and vulnerabilities, provide patching from the Protection Cloud, and improve their security posture.

Trend Micro Deep Security Features

Trend Micro Deep Security has many valuable key features. Some of the most useful ones include:

- **Server virtualization:** Trend Micro Deep Security allows you to secure your virtual environment while gaining the benefits of virtualization, such as increased efficiencies and ROI. Security that is virtualization-aware preserves productivity and allows for higher VM densities.
- **Desktop virtualization:** Trend Micro Deep Security provides the best security for a wide range of virtual desktop scenarios. Its anti-malware, intrusion prevention, web application protection, firewall, and other security features are optimized for VMware VDI environments. This ensures that the virtual desktops and underlying host are not impacted by a security agent.
- **VMware NSX integration:** The integration of NSX within the Trend Micro Deep Security platform improves security deployment automation while also enhancing virtual environment protection. Trend Micro Deep Security enhances the advantages of micro-segmentation by adding security policies and capabilities that follow VMs everywhere they go.
- **Virtual patching:** Virtual patching solutions from Trend Micro Deep Security provide immediate security while removing the challenges of emergency patching, repeated patch cycles, and costly system downtime. Virtual patching with Trend Micro Deep Security keeps your servers and endpoints secure while lowering the risk of breach disclosure costs.
- **Cloud protection:** Agentless and agent-based deployments from Trend Micro Deep Security give various cloud implementation options with cross-cloud administration. This protects your servers, applications, and data.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Support in Trend Micro Deep Security is very good. They have very professional engineers, and they often respond effectively. We are satisfied.”



Usman-Khalid

Manager, Technical Microsoft at a computer software company with 201-500 employees



“Trend Micro provides the best support.”



Ramesh Elayarajendiradoss

Endpoint Solutions Support at Compass Group



“It is well-suited for state government customers who require a complete sense of security.”



Rajkumar Jain

Director at Business Automation Indore Private Limited

- ✓ “Trend Micro Deep Security has a sandboxing unit, which is one of the major features that actually gives you a chance to detect any kind of threat in your network or on your servers.”



Nadeem Syed

CEO at Haniya Technologies

- ✓ “It helps us detect and protect against network penetrations at the specific point of intrusion.”



Muhammad Huzaifa Khan

IS Analyst at a financial services firm with 1,001-5,000 employees

- ✓ “The platform's IP detection feature is particularly effective in identifying connections to our servers.”



Sachin Bode

Manager at a manufacturing company with 1,001-5,000 employees

- ✓ “The solution's features, including real-time monitoring, IPS activity, and firewall alerts, are found to be the most effective in our company”



Majid Hussain

Cybersecurity Engineer at a computer software company with 1,001-5,000 employees

What users had to say about valuable features:

My customers feel safe using Trend Micro Deep Security. They remain secure, and this feeling of safety is why they choose it. While I am not the end-user to provide detailed feature analysis, the sense of comprehensive security it provides is valuable to my customers.

Rajkumar Jain

Director at Business Automation Indore Private Limited

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“I appreciate the complete visibility of information, including endpoints and detailed tracing from origin to navigation. It helps us detect and protect against network penetrations at the specific point of intrusion..”

Muhammad Huzaifa Khan

IS Analyst at a financial services firm with 1,001-5,000 employees

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Trend Micro Deep Security offers valuable features such as virtual patching, which allows me to manage server downtime challenges by taking care of threats. The configurations of the firewall and IDS rules allow me to monitor network traffic efficiently. Additionally, it provides alerts on suspicious activities, and anti-malware protection helps by detecting and mitigating threats through real-time alerts.

Ramesh Elayarajendiradoss

Endpoint Solutions Support at Compass Group

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“The solution provides ease of use, especially from non-technical testing. It's one of the best things. The deployment process is one of the easiest things because we didn't train our on-site consultant. The constant training from Trend Micro's side is that they develop internal causes to understand the upgrade because once they upgrade the platform, they also upgrade the technical person's skills..”

Lucky Lushaba

Scrum Master at Inalpie Enterprise

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“Trend Micro Deep Security has very good features such as virtual patching and almost all other features are the same as all the Endpoint detection and response systems are capable of doing the security features such as deep scanning, secret scanning, and the advantage of Microsoft is that it protects the cloud services as it protects the on-prem.

For threat detection, they use heuristic behavior detection, and sometimes, if they think there is a sort of attack which is new, they alert you, and they detect and show where the attack is coming from. They even suggest patching or any solution to stop that attack.

Trend Micro Deep Security is not a very cheap solution, but customers are satisfied. It's working, so every year, once they purchase it, and after a year, they renew it, or whenever the subscription expires, they renew it, unless there is any security breach..”

Usman-Khalid

Manager, Technical Microsoft at a computer software company with 201-500 employees

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“It's a good product. It's taken the majority of the market share in Pakistan from any other product; the major feature of Deep Security is its virtual patching management, which they download on the cloud. They stop all the vulnerabilities and exploits as long as you don't download all the updates and install them physically on the servers.

So, in that sense, it is a very good product. And we've been selling it for a long time; it's been four to five years. And we have a lot of customers for it.

Trend Micro Deep Security has a sandboxing unit, which is one of the major features that actually gives you a chance to detect any kind of threat in your network or on your servers.

Also, if users truly want to secure their network and the servers, they may want to use XDR as well, which has all these features we just discussed..”

Nadeem Syed

CEO at Haniya Technologies

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Other Solutions Considered

“We decided to switch to a more AI-based solution from Trend Micro to address the rise in ransomware attacks better and reduce the number of servers needed for management..”

Sachin Bode

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Manager at a manufacturing company with 1,001-5,000 employees

For the servers, I previously used McAfee or ESET. I migrated to Trend Micro because of the group requirement for centralized protection and after evaluating solutions like Windows Defender, Sentinel, and CrowdStrike. I chose Trend Micro for its cost, support, and other important parameters.

Ramesh Elayarajendiradoss

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Endpoint Solutions Support at Compass Group

“According to our process, our organization usually explores three solutions by making a detailed technical comparison. After that, based on the business requirements, pricing and technical ratings that our experts provide, we go ahead with one of them. I do not know which two solutions were compared with Trend Micro Deep Security..”

Tushar Sinha

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Technologist (IoT & Automation), IT & Digital at Tata Metaliks Limited

“Symantec and Trend Micro Deep Security are good products, and I don't have any issues with either of the solutions, specifically from a technical perspective.

The costs associated with both the products are taken care of by the sales department or management in our company. Symantec and Trend Micro Deep Security have features that are almost 80 to 90 percent similar. The only area where Symantec needs to improve is related to the remote capabilities it offers..”

Nikhilesh Verma

IT Security Specialist at TT Systems LLC

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“If it meets the customer budget, we will recommend Trend Micro Deep Security.

We recommend them because the virtual patching is a very good feature. Customers are very satisfied, especially when there is Microsoft infrastructure. We pitch them the solution stating that if there is any security breach in the market, then this solution is capable, based on the information, it virtually patches your servers even if Microsoft has not released the real patch for that issue..”

Usman-Khalid

Manager, Technical Microsoft at a computer software company with 201-500 employees

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“I used to work with Kaspersky for a long time. Recently, I switched and I'm trying to work with Trend Micro. I'm also trying to include Carbon Black as an endpoint security solution in our portfolio. Carbon Black is in the initial phase, but I'm familiar with Trend Micro. I worked with them before, but not as our primary endpoint security solution. That used to be Kaspersky, now it's Trend Micro.

Now, I work with the entire product range of Trend Micro, but mostly, we're focusing on Vision One. So, from a sales point of view, I know a few things and I'm still learning..”

Nadeem Syed

CEO at Haniya Technologies

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ROI

Real user quotes about their ROI:

I have seen a better return on investment by identifying threats early and removing them. It adds value by providing centralized control over servers and endpoints.

Ramesh Elayarajendiradoss

Endpoint Solutions Support at Compass Group

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“We give the comparison and demo to the customer. If the customer is interested in technical capabilities, we demonstrate the tools, setup, implementation, and their working. At the end, the customer is more interested in the cost..”

Usman-Khalid

Manager, Technical Microsoft at a computer software company with 201-500 employees

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“I'm not exactly sure what our ROI is as we did not quantify it. But I can say that supporting our users got a whole lot easier and we had a significant reduction in time spent on AV issues at the desktop. Management was easier (auto add new VM's, etc.) and Control Manager provided reports for my bosses..”

Verified user


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Senior Consultant at a tech consulting company with 51-200 employees

“Financial in the sense that it protects your servers. Simple as that. When you get attacked or compromised, the whole network is down. You lose time and money.

And it takes a long time to recover, especially if it's a ransomware attack. So in that sense, Deep Security is a quite good product..”

Nadeem Syed

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CEO at Haniya Technologies

“In the case of ransomware, every time it happens, for every machine that you have, you have to pay something like \$400 USD or more. With Trend Micro, you are paying a couple of dollars every month to save the environment, and you don't have to go into that part where you pay a hacker to get back your data. Therefore, it's a good ROI, though it's an investment..”

Mohit Sharma

CTO at RightCloud Pte. Ltd.

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Use Case

I am not the direct end-user of Trend Micro Deep Security, but I work as a partner of Trend Micro, selling their solutions to our customers. We primarily work with state government customers.

Rajkumar Jain

Director at Business Automation Indore Private Limited

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“We use the solution to protect the customer's infrastructure. It can ensure that the infrastructure is well protected and that the customer has a good institution..”

Lucky Lushaba


Scrum Master at Inalpie Enterprise

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“We are using it for NetSpark, and I work for two organizations where I'm using this tool. In both, we are scaling our networks and endpoints, analyzing our traffic, and analyzing the endpoints and security..”

Muhammad Huzaifa Khan

IS Analyst at a financial services firm with 1,001-5,000 employees

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Trend Micro Deep Security provides malware threat alerts and allows me to take actions similar to how I manage endpoints like desktops and laptops. I have a dedicated console in Trend Micro Vision One to monitor servers, push policies, manage devices, and receive threat notifications. The software is integrated for managing all devices.

Ramesh Elayarajendiradoss

Endpoint Solutions Support at Compass Group

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“We have many use cases. We deployed it, and we replaced Semantic with Trend Micro Deep Security for one of our customers in the Telecom sector. Some of our customers are actually looking for Microsoft solutions because most of the endpoints and the infrastructure are Microsoft-based, so they want the platform to be the same.

We are satisfied because we have experience deploying it in a big Telecom sector that has 7,000 NPCs, and they are running different services, Microsoft, Linux-based, and some other operating systems with many applications. They remain satisfied.

At different time spans, we often required technical support. Their portal is available, or we engage with this for any technical issue or if there is any breach, so they often get help from them, and their technical team works with our teams to find out different issues..”

Usman-Khalid

Manager, Technical Microsoft at a computer software company with 201-500 employees

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“For the servers, they have Deep Security. Plus, they have introduced a new feature, which is threat assessment for networking. And that is the one product that we are actually promoting right now more than anything else in their portfolio.

Normally, customers use it to secure their servers. Especially when it comes to updates for our enterprise clients and any client who has more than 10 or 20 servers, it's very hard for them to have downtime to install all the patches, check them, test them, and then run them.

Trend Micro Deep Security is a very good solution for them because it stops all the vulnerabilities and exploits in the server. It downloads all the upcoming updates and gives you a time of your choice when you want to have downtime, maybe over the weekend. Then you can download all the updates, which have been tested on the Trend Micro site, and freely install them on your servers. Then you can bring the servers back up for working.

So in that sense, they save a lot of time in downloading and installing updates, while at the same time protecting the servers from all the vulnerabilities and exploits..”

Nadeem Syed

CEO at Haniya Technologies

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The initial setup is easy, taking only about twenty to thirty minutes per server. I download the script, share it with the IT team, and either push the script to the centralized management console or deploy them on servers.

Ramesh Elayarajendiradoss

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Endpoint Solutions Support at Compass Group

“In one premises, we deployed it on the cloud, which was challenging at the start, while on another it was set on TensorFlow, which was comparatively easy..”

Muhammad Huzaifa Khan

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IS Analyst at a financial services firm with 1,001-5,000 employees

“It's not difficult to maintain because we have experience that when the customer is trained adequately, and if they are really concerned about security, they maintain it properly. They have the IT teams, security teams to look after the server endpoints and monitor them, patch them and if there is any vulnerability or any detection found on the endpoints, they try to mitigate that..”

Usman-Khalid

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Manager, Technical Microsoft at a computer software company with 201-500 employees

“ If I consider my company's infrastructure, everything is good with the product because we have enabled the threat protection systems to control our environment, so we don't see any suspicious activities.

I rate the solution's stability as ten out of ten.

The solution is deployed on the cloud..”

Nikhilesh Verma

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IT Security Specialist at TT Systems LLC

“The product's initial setup phase was super easy. Trend Micro's team was there to support us when we were setting it up. The sales team and sales engineering team were also helpful.

If ten means very easy setup and one means difficult, I rate the setup phase a seven to eight.

Within business hours, the solution was deployed in two days, considering that there was a need to set up policies and servers..”


Anil Chauhan

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Information Security Specialist at SG Fleet Group Ltd

“I would rate the initial setup process an eight out of ten. Trend Micro Deep Security is not as robust or automated as any EDR solution, so most configurations must be implemented manually. The manual configuration tasks include whitelisting, adding exclusions, and creating policies. By streamlining the manual configurations, the solution can become more advanced. From the solution's setup process initiation to production, it's a lengthy and exhausting process of manual tasks. Our company belongs to the large-scale category with about 1500 system servers, and about three professionals are needed to maintain Trend Micro Deep Security even though we have eight managers, excluding the lab environment. .”

Majid Hussain

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Cybersecurity Engineer at a computer software company with 1,001-5,000 employees

Customer Service and Support

Trend Micro provides the best support. Whenever I raise a ticket, whether critical or high priority, their team responds immediately, often over calls, and works towards closing the request with the highest priority. Their technical support is top-notch.

Ramesh Elayarajendiradoss

Endpoint Solutions Support at Compass Group

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“You need to wait to get through the support. The product's support is mostly by mail and not through calls. The support team would only agree to call if the issue is immediate..”

Verified user

IT Engineer at a healthcare company with 10,001+ employees

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“The technical support for Trend Micro Deep Security has been decent. However, I believe there's room for improvement in engagement. When raising a case, the ability to quickly connect remotely and discuss specific documentation related to our environment would enhance the overall support experience. I would rate the technical support as a seven out of ten. .”

Gowtham N

Manager at South Indian Bank

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“Trend Micro's support team provides the required information, but largely, they reach out to us with respect to their knowledge-based articles. With respect to the fundamental design and deployment of the tool, we doubt that we will be able to get access to help from the product's support team. A quick escalation to the top support personnel, which helps with support, is unavailable..”

Verified user

Head of IT at a tech services company with 51-200 employees

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“When it comes to technical support, I would say that none of the products are bad, and all the tools are usually good. There are a few areas where certain modifications or changes are required, and it is something that varies from client to client. In my opinion, all products, including Symantec and Trend Micro, are good. Based on the infrastructure of users and what they want to implement, there are a few things that Trend Micro should understand. I rate the technical support an eight out of ten..”

Nikhilesh Verma

IT Security Specialist at TT Systems LLC

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“If I speak about the support directly from Trend Micro's team, I rate the technical support as five out of ten.

If I consider the support that I get from Trend Micro's sales engineering team, I would rate the support as a seven or eight. The support team does not reply, and if they do, they provide a response after a week, even if you say that we urgently need their help. The local team in my country, which is the engineering team from the sales side, contacted us and asked whether they could help us in any way with the ticket raised from our end..”

Anil Chauhan

Information Security Specialist at SG Fleet Group Ltd

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Other Advice

I rate Trend Micro Deep Security a nine. The user interface could be more user-friendly, allowing easier navigation. The overall solution is rated nine out of ten.

Ramesh Elayarajendiradoss

Endpoint Solutions Support at Compass Group

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While Trend Micro Deep Security is great for comprehensive security, the pricing could restrict some customers. Overall, I would rate it a nine out of ten.

Rajkumar Jain

Director at Business Automation Indore Private Limited

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“The product's intrusion prevention capabilities were beneficial as they allowed me to block unauthorized connections and potential threats at both the server and firewall levels.

I rate Trend Micro Deep Security a nine out of ten. .”

Sachin Bode

Manager at a manufacturing company with 1,001-5,000 employees

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“Implementation is not complex. It has been good so far.

We give the comparison and demo to the customer. If the customer is interested in technical capabilities, we demonstrate the tools, setup, implementation, and their working. At the end, the customer is more interested in the cost. This is the strategy.

It's not difficult to maintain because we have experience that when customers are trained adequately, and if they are really concerned about security, they maintain it properly. They have the IT teams, security teams to look after the server endpoints and monitor them, patch them, and if there is any vulnerability or any detection found on the endpoints, they try to mitigate that.

On a scale from one to ten, I would rate Trend Micro Deep Security as an eight..”

Usman-Khalid

Manager, Technical Microsoft at a computer software company with 201-500 employees

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“The automation capabilities were perfect. Yeah, they interact with the software. If you install something, there will also be some reports. They will come back with feedback.


One of AI's benefits is improving automation and understanding between different parties. AI is frequently in the news, but everyone does not fully realize its potential. If there is a gap between the workforce and AI, it will remain a buzzword rather than something we fully utilize. We must understand AI, its benefits, and how to use it. Institutions should develop training platforms to bridge this gap and ensure a better understanding of AI's capabilities.

If you use deep security products, you'll be doing yourself a favor. They're not that expensive; they're pretty responsive, and they are perfect for your requirements.

Overall, I rate the solution a nine out of ten..”

Lucky Lushaba

Scrum Master at Inalpie Enterprise

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“With Trend Micro's virtual patching in place, the IPS rules are quite effective, so I don't have to patch my systems right away. Trend Micro has been quite aggressive in releasing the IPS rules, which protect our servers from any such incidents.

I wouldn't think that I have seen any reduction in security-related costs since implementing the solution. I have not seen a reduction in the pricing of the security suite, given the fact that the risks have been increasing worldwide or at a global level. We have to put more money to protect ourselves.

I would not blame Trend Micro for not ensuring that users see the cost reductions. Considering the many developments in the general market, the tool has to stay updated.

The compliance management in Trend Micro Deep Security has not very much improved the security audits, especially since we are using the on-prem version. With the on-prem version, you don't get much of the compliance management part. The SaaS version is quite different and we are looking to switch to it.

The fact that Trend Micro Deep Security has integrated everything with Trend Vision One is something that is more than sufficient.

We are using the tool's on-prem version, so I don't think I have seen anything related to AI.

I have not seen anything related to automation in the tool.

The suite is better, so when you are buying a product, make sure that you squeeze everything into one since that is where the real money lies.

I think the major value for my company does not come from Trend Micro Deep Security but from Trend Micro Vision One, XDR Telemetry, and everything else.

If a person has completed the integration, you don't have to look at the different modules of Trend Micro Deep Security, as you can just log into Trend Vision One and do all the XDR analysis.

I rate the tool an eight out of ten..”

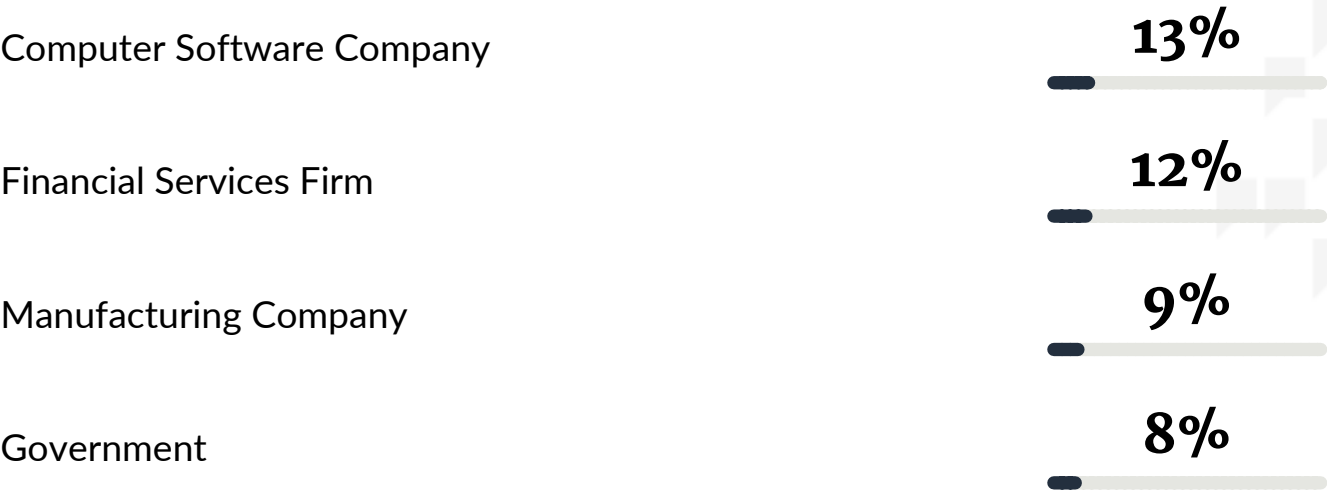
Anil Chauhan

Information Security Specialist at SG Fleet Group Ltd

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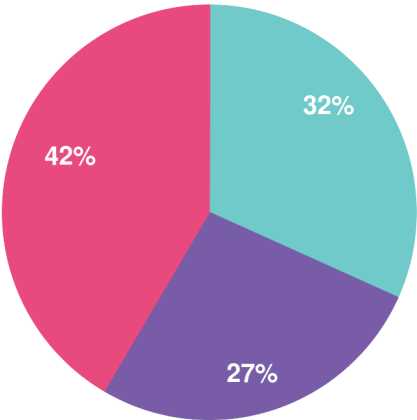
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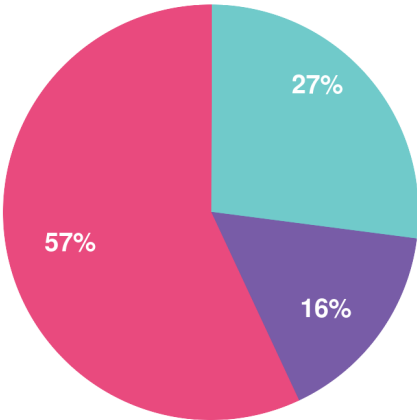


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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