Trend Micro Helps Customers to Prepare, Protect and Recover from Ransomware Attacks

DALLAS--(BUSINESS WIRE)--Trend Micro Incorporated (TYO: 4704; TSE: 4704), a global leader in security software and solutions, is committed to protecting customers and consumers against today's greatest security threats. Trend Micro has blocked more than 100 million ransomware threats for their customers in the last six months alone, with 99 percent of threats blocked from email and web traffic. Recognizing the growth and impact of ransomware, the company has taken a holistic approach to helping customers defend against ransomware, and is delivering:

- **Ransomware Readiness Assessment** that helps businesses of all sizes understand vulnerabilities in their security posture, and provides concrete actions they can take
- **Ransomware Hotlines** that provide advice on ransomware prevention and recovery to all U.S. consumers and Trend Micro U.S. business customers
- **Ransomware Removal Tools** that help both consumers and businesses that have been impacted by ransomware recover their data
- **Product Enhancements** to bolster ransomware protection across four key layers of security, and provide enterprise-wide visibility of ransomware

"Trend Micro is actively assessing the threat of ransomware and acting to protect against it," said Eva Chen, CEO of Trend Micro. "We understand this pervasive form of cyberattack can be debilitating to enterprises, regardless of size or industry, and can cause grave amounts of stress and costs to consumers. Trend Micro business and consumer products have been tuned to deliver the best protection against ransomware. Our ransomware recovery tools and phone hotlines leverage the threat expertise within Trend Micro to deliver always-on support and help customers to prepare for the possibility of an attack, or quickly if they've already been hit."

Enterprise Ransomware Protection

There is no silver bullet when it comes to ransomware protection; it requires a holistic approach and Trend Micro delivers ransomware protection across 4 key layers:

- **Email**: Trend Micro delivers deeper inspection than traditional email gateways for both on premise and cloud-based email, such as Microsoft Office 365. This detects and blocks spear phishing emails and attachments or URLs that carry ransomware – the most common way ransomware infects an organization.
- **Endpoint:** Trend Micro delivers a full range of next-gen endpoint protection capabilities to detect and block ransomware, including the shielding of unpatched vulnerabilities, application control, and behavior monitoring to keep an eye out for suspicious activity such as encryption of multiple files, with the ability to halt encryption in its tracks and isolate the infected endpoint.
- **Network:** Trend Micro continually monitors all network traffic, all network ports and more than 100 network protocols to detect ransomware and advanced threats.
- **Server:** Trend Micro protects servers, whether physical, virtual or in the cloud, with suspicious activity detection and prevention, vulnerability shielding to stop ransomware from exploiting known server software vulnerabilities and lateral movement detection to prevent ransomware from spreading to other servers.

"Trend Micro is now taking their industry leadership to a new level by offering stronger solutions to combat ransomware," said John Dickson, Director of IT Infrastructure, RNDC. "Offering an all-inclusive solution and custom hotline to any enterprise customer or consumer dealing with ransomware along with upgrades to existing products will help further protect their customers in this global, digital age."

Trend Micro delivers enhanced central visibility of how ransomware is impacting an organization – identifying ransomware delivered through email, malicious URLs, a network breach or server compromise. This enables incidents to be more rapidly investigated and resolved, and enables ransomware trends to be tracked over time so that an organization's overall security posture can be improved.

"The bottom line is that it's more important the ever to have a multi-layered approach to security for enterprises," said Doug Cahill, senior analyst covering cybersecurity at ESG. "Trend Micro offers an extensive set of security controls to protect enterprises from ransomware providing the visibility required to understand how they are being impacted and how they can respond to improve their security posture. Their knowledge of the complexity and sophistication of ransomware brings a level of expertise that helps organizations mitigate the risk associated with this pervasive threat."

Ransomware Protection for Small Business

No size of business is immune to ransomware and that's why Trend Micro's small business solution, Worry-Free Services Advanced, delivers capabilities that protect against it:

- **Email**: Trend Micro detects and blocks malicious emails, attachments and URLs with malware scanning, web reputation and sandbox malware analysis
- **Endpoint**: Trend Micro provides endpoint protection that includes capabilities specific to ransomware such as behavior monitoring to stop suspicious activity associated with ransomware such as the rapid encryption of multiple files

Worry-Free Services Advanced is designed specifically for small businesses as a cloud-based solution, with simple but powerful protection that minimizes day to day management.

Ransomware Protection for Home Users

Trend Micro warns consumers ransomware can arrive on their computer from compromised websites, spammed emails, or wrapped in other malware, holding precious files and photos until the user pays a fee to the cybercriminals who hold them hostage. Ransom prices can reach $600 USD or more.

Trend Micro™ Security 10 customers are already protected against ransomware. If users suspect they have ransomware on their PC computer, Trend Micro can help, even if they are not a Trend Micro Security customer:

- Call the Trend Micro Ransomware Hotline for FREE ransomware tech support at 1-877-558-7363 (5:00 AM - 8:00 PM PT, Mondays through Fridays).
- Visit the Trend Micro Ransomware Support Center and download one of our renowned anti-ransomware tools.
- Prevent future ransomware attacks with Trend Micro™ Security 10.

About Trend Micro

Trend Micro Incorporated, a global leader in security software, strives to make the world safe for exchanging digital information. Built on 27 years of experience, our solutions for consumers, businesses and governments provide layered data security to protect information on mobile devices, endpoints, gateways, servers and the cloud. Trend Micro enables the smart protection of information, with innovative security technology that is simple to deploy and manage, and fits an evolving ecosystem. All of our solutions are powered by cloud-based global threat intelligence, the Trend Micro™ Smart Protection Network™ infrastructure, and are supported by more than 1,200 threat experts around the globe. For more information, visit TrendMicro.com.

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