

THE INTEGRATED SOLUTION TO HOSTED MESSAGING AND WEB SECURITY MANAGEMENT

Client Experience – Your introduction to MessageLabs hosted services starts with easy implementation and configuration, plus access to online tools and 24-hour support. Our integrated management console simplifies administration by providing visibility and control across email, web, and IM protocols.

Global Infrastructure – Our services are hosted in state-of-the-art data centers spanning four continents. So we're fully equipped to support clients locally or globally. Our data centers are highly scalable, fully redundant and secured to the highest standards. Our global presence and infrastructure reinforce our ability to process vast numbers of communications and detect threats wherever they emerge.

24/7/365 Support – We provide complimentary, round-the-clock multi-lingual technical support, anywhere in the world. Support is delivered by a dedicated team of hosted services specialists that consistently receive exceptionally high satisfaction ratings from customers. With around 20 patents in threat protection awarded or pending, we stand by our services and offer an industry-leading Service Level Agreement (SLA), providing the confidence you need. As well as our extensive and growing client roster, over 800 companies have chosen us as their security partner, giving us a powerful distribution and support base.

Business benefits that result from choosing MessageLabs services include:

- Clean internet pipe into and out of your organization
- Security and confidentiality of all your electronic communications
- Protection of your network against downtime and disruption
- Compliance with legislation and acceptable use policies
- Effective risk management and control
- Affordable, predictable cost
- Services which are easy to configure and manage



WHAT WE DO

MessageLabs, now part of Symantec, is the world's leading provider of hosted service for securing and managing information transmitted via email, web, and IM. Over 21,000 organizations and 8 million end-users in over 99 countries now enjoy MessageLabs services protection from spam, phishing, inappropriate web use, spyware and other business-damaging threats. Processing billions of email connections, web requests and instant messages daily, we protect, control, encrypt and archive electronic communications for our clients at low, predictable cost.

WHY WE DO IT

Electronic communications carry a host of threats that can harm efficiency, productivity and reputation. For instance, a single infected message or 'bad' web link could compromise your entire network. Threats are also becoming increasingly better targeted at businesses of all types and sizes. MessageLabs hosted services are the most convenient and cost-effective way of reducing messaging and web-related risks. Because they are fully hosted, they help eliminate the need for you to keep investing in in-house expertise and infrastructure.

HOW WE DO IT

Every day, MessageLabs services block millions of threats. Deriving vital intelligence from these operations, our services function within the fabric of the Internet to maintain the integrity of all your electronic communications. Our skilled team of client service managers, engineers and support specialists ensure you can exchange business information safely, seamlessly and without interruption. Moreover, our services are easy to set up and virtually maintenance-free.

WHY WE'RE DIFFERENT

MessageLabs services provide better threat protection than any other messaging and web security vendor - backed by the strongest service level agreement (SLA) in the industry. We're unique in combining best-of-breed third-party offerings with our own patented Skeptic™ technology - proprietary heuristics that leverage grid computing power to process more than 6 billion emails and 1 billion web requests each day. Linking this knowledge with world-leading global infrastructure and unmatched ability to share data across email, web, and IM protocols, we protect customers even as threats converge and grow in sophistication.

MESSAGELABS PORTFOLIO OF SERVICES

ANTI-VIRUS	ANTI-SPAM	CONTENT CONTROL	IMAGE CONTROL	EMAIL CONTINUITY
<p>Protects your network from viruses, trojans, phishing and other damaging email-borne malware</p> <p>Utilizes proactive and reactive techniques to protect against known and unknown malware</p> <p>Harnesses our proprietary Skeptic™ heuristics technology</p> <p>Includes unique link-following feature that scans for malicious URL links in emails</p> <p>Is fully configurable, with multiple actions for dealing with malware</p>	<p>Stops spam entering your network, boosting your employees' productivity and saving you money</p> <p>Deploys multi-layered, leading-edge defenses against both established and emerging spam techniques</p> <p>Incorporates our unique Skeptic™ technology</p> <p>Is completely configurable, enabling you to enforce flexible, customized policies</p>	<p>Detects and controls confidential or inappropriate email content (incoming and outgoing)</p> <p>Scans all email components, including subject, body and attachments</p> <p>Delivers exceptional functionality, flexibility and ease of use for administrators</p> <p>Enables notifications to be configured for each rule and action type</p> <p>Recognizes keywords and phrases in both Western and non-Western characters</p>	<p>Prevents your staff from receiving pornographic and other unsuitable email images</p> <p>Uses highly sensitive and configurable scanning engine to scan images in emails and attachments</p> <p>Provides quick and easy administrator interface and set-up</p> <p>Includes local and global databases of image signatures</p> <p>Enables customization of approved sender and recipient lists</p>	<p>Helps email run uninterrupted, ensuring no message is lost during primary system outage</p> <p>Provides back-up email system that activates within one minute</p> <p>Gives users email access via Outlook, web browser or BlackBerry</p> <p>Automatically synchronizes corporate directories, user accounts, calendars, and contacts</p> <p>Ensures rapid restoration to primary system after outage</p>
EMAIL ENCRYPTION	EMAIL ARCHIVING	WEB SECURITY SERVICES		INSTANT MESSAGING SECURITY SERVICE
<p>Ensures outgoing and incoming emails can't be intercepted and read by third parties, protecting you against data loss</p> <p>Provides policy-based encryption, or can set up complete, secure email network between you and nominated organizations</p> <p>Securely protects every part of every encrypted email, including header, subject, body and attachments</p> <p>Simple to set up, easy to configure and needs minimal in-house maintenance</p>	<p>Securely stores internal and external emails, meeting mailbox management, e-discovery and legal compliance needs</p> <p>Unique encryption feature ensures privacy of archived messages and attachments, even during search and retrieval</p> <p>Advanced search architecture enables rapid search and retrieval from folder within Outlook</p> <p>Quick to deploy and easy to manage, with virtually unlimited end-user mailboxes</p>	<p>Delivers continuous protection from web viruses, spyware and inappropriate web use</p> <p>Uses industry-leading signature systems to stop known malware reaching your network</p> <p>Blocks new and emerging malware threats using our Skeptic™ technology</p> <p>Stops converged threats which target web users via email</p> <p>Provides superior stability and speed, filtering web traffic with no noticeable delay</p>	<p>Monitors and controls all web content entering and leaving your network</p> <p>Performs real-time scanning of requested webpages</p> <p>Helps protect against legal liabilities arising from employees' misuse of the web</p> <p>Promotes employee productivity by automatically enforcing acceptable use policies</p> <p>Incorporates intuitive policy-building capability and provides fully configurable web control</p>	<p>Provides safer, controlled usage of market-leading public IM networks</p> <p>Multi-layered protection against new and known threats propagated via public IM networks</p> <p>Enables rapid creation of acceptable use policies so content within IM conversations & attachments can be controlled</p> <p>Logs all IM conversations, which can be sent to an archiving solution to support compliance</p>

NEXT STEPS Contact a product specialist: US & Canada : 1 866 460 0000 or USinfo@messagelabs.com



Confidence in a connected world.