EMAIL ANTI-VIRUS SERVICE

THE MESSAGELABS DIFFERENCE

- 100% protection against both known and unknown viruses
- Incorporates Skeptic™ technology, which has pioneered predictive detection since 1999
- Offers the most comprehensive range of Service Level Agreements, covering anti-virus, service availability, fault response and email latency
- Unique 'Link Following' feature (scanning of URLs within emails for potential links to malware), providing an additional layer of protection for your business

ANALYST VIEW

MessageLabs is positioned in the "Leader" quadrant in the Magic Quadrant for E-mail Security Boundary, 2006.   Gartner defines "Leaders" as vendors that are performing well today, have a clear vision of market direction and are actively seeking competencies to sustain their leadership position in the market.

Gartner Magic Quadrant for E-mail Security Boundary, 2006 by Peter Firstbrook et al., September 25, 2006

## HOW CAN YOU BE CERTAIN YOUR EMAIL IS PROTECTED FROM MALWARE?

Email is arguably the prime communication channel for business, so keeping email secure and functioning has assumed the highest priority. Every day, organizations face potential communication, operational and intellectual property disruption from malicious software ('malware') and other email-borne threats, such as phishing.

The sophistication of email threats has evolved, going beyond just viruses and spam. Virus, spam and spyware writers are now taking advantage of each other's methods. As a result, different types of attack have started to merge and pose severe threats to your organization, leading to a significant increase in email -related costs. Some attacks are so targeted that they never even appear on the anti-virus industry radar and are not properly identified or stopped by standard signature-based anti-virus scanners.

The MessageLabs Email Anti-Virus Service represents a significant step forward in the ongoing battle against unwanted email from virus writers and other perpetrators. It demonstrates how MessageLabs continues to invest in and deploy innovative techniques that free your organization from the network-compromising, efficiency-eroding, time-wasting effects of dealing with email viruses, from both known and unknown sources.

In particular, as part of our industry-leading Skeptic™ Technologies, MessageLabs has increased the identification and rejection of known unwanted email through the deployment of Traffic Management and Connection Management capabilities. Traffic Management slows down bad traffic at the TCP/IP layer, while Connection Management uses heuristics to block unwanted email at the connection layer and prevents attacks at the user layer.

MALWARE DEFENSES — THE MESSAGELABS MULTI-LAYERED SOLUTION
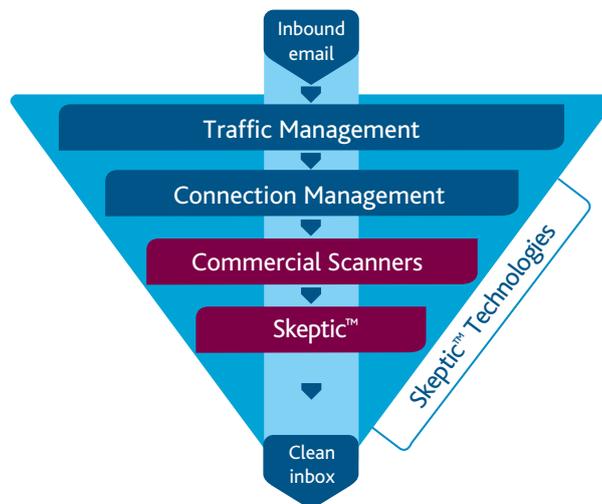
The MessageLabs Email Anti-Virus Service provides your organization with 100% protection from viruses, phishing, trojans and other forms of malware. This enables you to avoid using up your valuable time and resources dealing with malware outbreaks and the associated clean-up.

HOW THE SERVICE WORKS

- MessageLabs clients point their Mail Exchange (MX) records to MessageLabs

- Inbound and outbound email is directed via MessageLabs, where it is scanned

- Skeptic™ provides a vital layer of security, identifying and stopping new or unknown threats

- Email containing malware is blocked and quarantined for 30 days, and the recipient is notified

- 'Link Following' checks all web pages referenced within an email for viruses and other malware; email is blocked if malware is found on those web sites

- If a suspicious link is confirmed as viral, a signature is created and further emails containing that link are treated as being infected with a virus; any email containing a confirmed viral link is quarantined

SERVICE LEVEL AGREEMENTS

The Email Anti-Virus Service offers the following industry-leading Service Level Agreements (SLAs):

- Anti-Virus Protection - 100% protection against known and unknown viruses

- Virus False Positives - 0.0001% false positive capture rate

- Delivery - 100% email delivery guarantee

- Latency - Average roundtrip time of 100% of email delivered in less than 60 seconds

- Service Availability - 100% uptime

- Technical Support / Fault Response - guaranteed response times for critical, major, and minor calls

NEXT STEPS

Contact a product specialist:
UK: +44 800 917 7733
info@messagelabs.com
For other country offices and contact numbers, please visit:
www.messagelabs.co.uk/contact

Operating at Internet level, the service combines best-of-breed third party techniques with our own proprietary Skeptic™ technology to create a secure, flexible and completely managed anti-virus solution. Skeptic™ predictive technology proactively monitors, tracks and provides industry-defining protection against emerging malware threats before they compromise your network.

Continuous, automatic updates are performed across our network via the service's global database replication architecture. The result is comprehensive zero-hour protection from even the most advanced malware, long before traditional anti-virus signatures are available. This completely eliminates any window of vulnerability and provides the certainty that allows you to focus on delivering your key business objectives.

Thanks to its 'Link Following' capability, ours is the only managed anti-virus service currently available that offers you full protection against positively-identified viral URL links contained within emails.

MessageLabs scans well over 1.5 billion emails per week, and the intelligence gathered from this unique window on the world's email traffic provides clients with unrivalled protection from emerging threats.
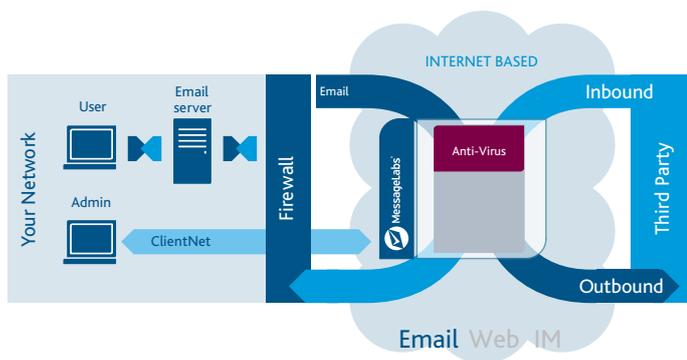
FEATURES AND BENEFITS OF THE EMAIL ANTI-VIRUS SERVICE

Feature	Benefit
Total multi-layered protection from viruses, phishing, trojans and other forms of malware, with threats managed away from your network	Saves time and resources wasted dealing with outbreaks and clean-up, and protects corporate bandwidth for web, VoIP and other critical systems
Proactive Skeptic™ heuristics technologies	Ensures effective protection against new and unidentified malware threats
'Link Following' technology checks every URL within emails for malware	Provides comprehensive protection against converging threats, giving you complete confidence in your anti-virus defenses
Range of best-of-breed third party commercial engines and techniques	Provides additional layers of hosted, automatically updated security
Fully configurable, with a range of actions for identified malware	Allows administrators to set and enforce or devolve flexible, customized policies suited to your organization's specific needs
Comprehensive range of Service Level Agreements	Gives you reassurance and allows you to focus on business growth
Dashboard, summary, detailed and scheduled reporting	Provides visibility, accountability and confidence in the service's effectiveness