



# MESSAGELABS COMPLETE EMAIL SAFEGUARD

## ANALYST VIEW

“Organizations should consider using [e-mail archiving] service providers to help them quickly implement interim or permanent solutions without heavy upfront investments in technology or internal expertise. Consider using a service provider for not just archiving, but also for email continuity, virus protection and spam filtering.”

Outsourcing E-Mail Archiving:  
2Q09 Update  
Adam W. Couture, Gartner  
27 April 2009

## THE MESSAGELABS HOSTED SERVICES DIFFERENCE

- Advanced multi-layered security using proprietary and patented technology from the market leader<sup>1</sup> in hosted messaging security.
- Archiving and continuity services share an integrated management console, and one copy of an email can be used by both service offerings.
- Offers quick setup & implementation.
- Hosted infrastructure scales to meet your needs.
- Service Level Agreements for high levels of service availability, accuracy, and effectiveness. A money-back remedy is provided if SLA targets are not met.
- Access to advanced threat intelligence and extensive security expertise through the Symantec Global Intelligence Network.
- 24x7 support delivered by hosted services specialists is included with your subscription.

<sup>1</sup>Burke, Brian. IDC Market Analysis, “Worldwide Messaging Security 2009 – 2013 Forecast Update and 2008 Vendor Shares: Is Virtual a Reality?” July 2009, IDC #219270

## IS POOR EMAIL MANAGEMENT PUTTING YOUR BUSINESS AT RISK?

Email is a highly adopted, efficient platform for conducting business activities – it carries critical business information, vital document attachments, and forms the foundation of many corporate processes. MessageLabs Intelligence estimates that more than 150B emails are sent each day and increasing at a dramatic rate. Some estimate that email traffic will increase by 68% from 2008 to 2012.\*

For IT teams, the volume of email alone poses a significant management challenge. But, due to its prevalence as a means of conducting business, email is subject to a number of additional management challenges and poses potential liabilities to the company that need to be managed.

Email must be retained for regulatory purposes. It has been declared a discoverable form and must be readily searchable. It must be available for business to function properly. It must be secure from viruses and malware, and it must be secured from threats when conveying confidential or sensitive information. Finally, email is causing data stores to grow rapidly, becoming unmanageable and expensive.

All of these requirements make email management resource intensive and expensive. Yet, failure to protect and manage your email systems effectively can result in poor performance or downtime that can negatively impact your businesses productivity and revenue .

\*Michael D. Osterman, Osterman Research, June 2008

## COMPREHENSIVE EMAIL MANAGEMENT & SECURITY DELIVERED IN THE CLOUD

MessageLabs Complete Email Safeguard, a Symantec Hosted Services offering, helps customers to secure and manage vital information delivered via email. By deploying our hosted services, companies can reduce risk exposure, control costs, and simplify administration across the broad ecosystem of technologies that surround the mail server.



## HOW THE SERVICE WORKS

- You change your MX records so that all email traffic coming from or going to your network passes through the MessageLabs infrastructure.
- An archive & continuity server is required within your corporate network, integrated with Microsoft Exchange and Active Directory.
- As email is sent and received within the primary email system, a copy of each message (including internal email) is compressed and encrypted for transmission to the data center.
- In our data centers, traffic is also scanned for malware and a client's individual policies are applied. If it is neither deemed to be malicious nor fails a policy it is allowed to pass.
- Summary, detailed and scheduled reports on how the service is performing are obtained via our online portal, ClientNet.

## MESSAGELABS SAFEGUARD BUNDLES

**MessageLabs Complete Email Safeguard** - Email archiving, continuity, antivirus, antispam, content control and image control.

**MessageLabs Complete Email and Web Safeguard** - Email archiving, continuity, antivirus, antispam, content control and image control. Web antivirus, anti spyware and URL filtering.

**MessageLabs Ultimate Safeguard** - Email archiving, continuity, antivirus, antispam, content control and image control. Web antivirus, anti spyware and URL filtering, IM security and control.

## NEXT STEPS

Contact a product specialist:  
UK: +44 800 917 7733  
info@messagelabs.com  
www.messagelabs.co.uk



Confidence in a connected world.

With MessageLabs Complete Email Safeguard, companies can lower storage, bandwidth, and maintenance costs, streamline eDiscovery, enforce policies for email retention and acceptable use, reduce data loss, stay productive during email outages, and block unwanted spam and viruses before they reach the network. Predictable pay-as-you go subscriptions with complimentary 24/7 support replace costly upfront capital expenditures. And the need to deploy on-site hardware and software is dramatically reduced.

## GAIN THE UPPER HAND ON THE CHALLENGES OF EMAIL MANAGEMENT

**Lower TCO and Simplified Administration.** Our hosted service can be set up quickly and does not require dedicated IT staffing. The cloud-based delivery model allows you to dramatically reduce on-site hardware and software expenses, has low deployment costs and predictable operating costs allowing for effective budgeting. Simplify management and consolidate vendor relationships by sourcing your email management and security needs through a single provider.

**Reduce Risk.** Complete Email Safeguard can help protect your businesses from the liabilities posed by email. With it, you can automatically enforce email retention and acceptable use policies. Use the continuity capabilities to help keep employees productive and preserve email sent and received during an outage. And, help protect your business from malware and other threats that can be introduced via email by scanning messages in the cloud before they ever enter your network.

**Use with Confidence.** MessageLabs Complete Email Safeguard services are backed by strong service level agreements to provide you with highly available, effective, accurate service. 24x7 support is delivered by hosted services specialists and included with your subscription.

FEATURES	BENEFITS
Email Archiving & eDiscovery	Helps your company address the challenges of email storage management, eDiscovery, and regulatory compliance. Automatically applies company policies for email retention.
Email Continuity	Provides a standby email system that can be activated in minutes delivering virtually uninterrupted access to email in the event of a mail server outage. Support for BlackBerry devices is available as an optional extra feature
Email Security & Policy Management	Provides advanced protection against viruses and spam, enforces Acceptable Use Policies, and controls sensitive information without requiring on-site hardware or software.
Web Security & URL Filtering	Helps safeguard your business against web-borne malware. Automatically applies Acceptable Use Policies to stem Web misuse.
Instant Messaging Security	Applies antivirus, URL filtering, content control, and logging services to help protect and control traffic on selected public IM clients such as Yahoo, MSN and AIM.
Compatible with MessageLabs Hosted Email Encryption services	Helps to protect sensitive email by enforcing encrypted links with nominated partners or automatically encrypting outbound email based on pre-defined policies. MessageLabs Hosted Encryption Services are available as an add on to all Safeguard offerings.