

MessageLabs Service Portfolio

The all clear for enterprises



Complete email security

MessageLabs is the leading provider of managed email security services for businesses worldwide. Our global infrastructure acts as your first and strongest line of defence by scanning email and eliminating threats such as viruses, spam and other unwanted content before they reach you. All of MessageLabs' services are managed and require no additional hardware or software.

By combining world-class patented technology, a multi-million-dollar global architecture and worldwide around-the-clock support, we can deliver what your organisation so crucially needs.

Complete peace of mind from complete email security.

The safe answer

Complete control

Email is a killer application in every sense. Behind its success as a universal business tool there looms a real threat to the security of your business.

Viruses, spam, pornographic material and other harmful or unwanted content can seriously damage your company. Email security is an issue which pervades whole organisations.

And it's not just about loss of productivity. Legal liabilities, IT resources, sexual harassment, HR issues and company policy – they are all exposed to the real and ever increasing threats posed by email. While IT departments have to enforce the

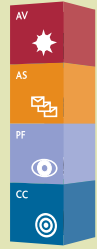
organisation's email security policy and pick up the pieces when problems occur, the entire organisation is potentially at risk. You must therefore be safe in the knowledge that your email security is totally effective.

The MessageLabs Email Security System provides a complete range of managed services working around the clock, around the globe on your behalf.

The managed services scan and monitor email outside your network and before it reaches you – leaving you with the complete peace of mind that comes with knowing your email is free of any harmful or damaging content.

The MessageLabs Email Security System

- Managed services freeing up internal resources and increasing productivity
- Requires no additional hardware or software from the customer
- Reduction in email volumes by dramatically reducing spam and thus demand on your Internet bandwidth and email infrastructure
- No need to worry about viruses or downloading signatures – even at the time of a virus outbreak
- Ensures accurate detection of pornography, offering protection against legal-action, employee downtime and loss of hard-earned brand equity
- Protects against loss of intellectual property, disclosure of confidential information, defamation of company name, abuse of mail and protection from potential legal action
- InSight, MessageLabs' web-based management interface providing configuration tools, service statistics and reports



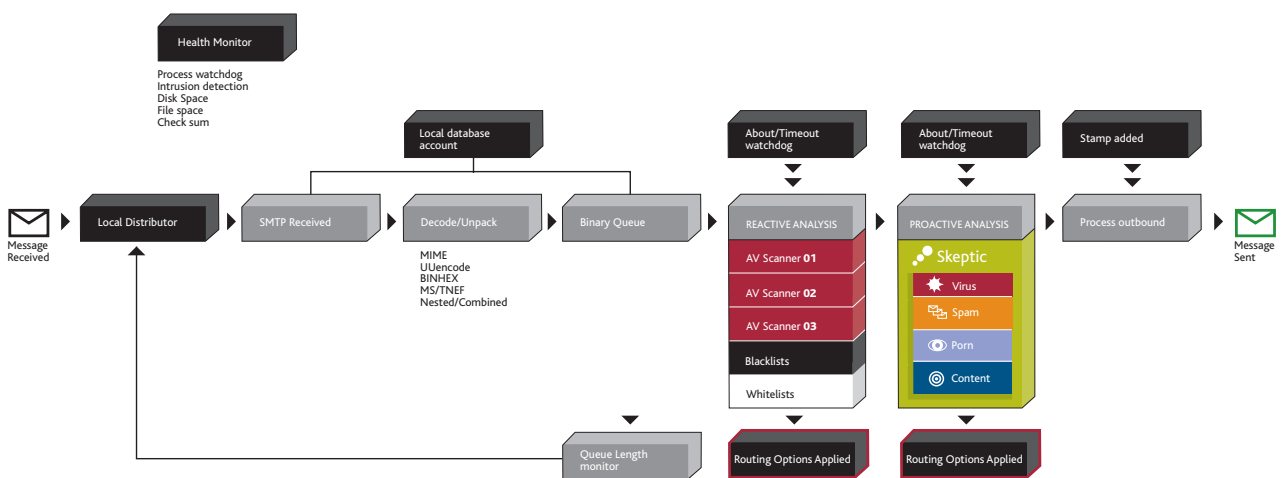
Setting the standards with Skeptic™

At the heart of our Email Security System lies Skeptic, MessageLabs' unique predictive technology architecture. Skeptic uses patented artificial intelligence and learning from an ever-expanding knowledge base of email security threats to identify viruses, spam and pornography without the need for time-delayed updates like traditional software.


Towering above the rest

The MessageLabs managed services are powered by a global network of email 'control towers', which currently spans Germany, Hong Kong, the Netherlands, UK and USA. Each tower is built upon a secure, scalable architecture, capable of handling millions of emails every day.

Customers' email is re-routed through the control towers and is scanned for all threats through a combination of Skeptic and industry leading technology. The process causes no discernible delay to the user.



PROCESS MODEL



"Today's measures are based primarily on reacting and responding to email threats once they hit the enterprise. In order to defend against the dynamic and changing nature of threats such as viruses and spam, enterprises must be equipped with proactive and more intelligent defence solutions."

*Maurene Caplan Grey,
Research Director, Gartner*

No more viruses

The MessageLabs anti-virus service uses multiple scanners and Skeptic's patented artificial intelligence to detect and stop all viruses, known and unknown, before they reach you.

The service comes with a unique 100% Service Level Agreement in applicable countries as proof of its unrivalled effectiveness.

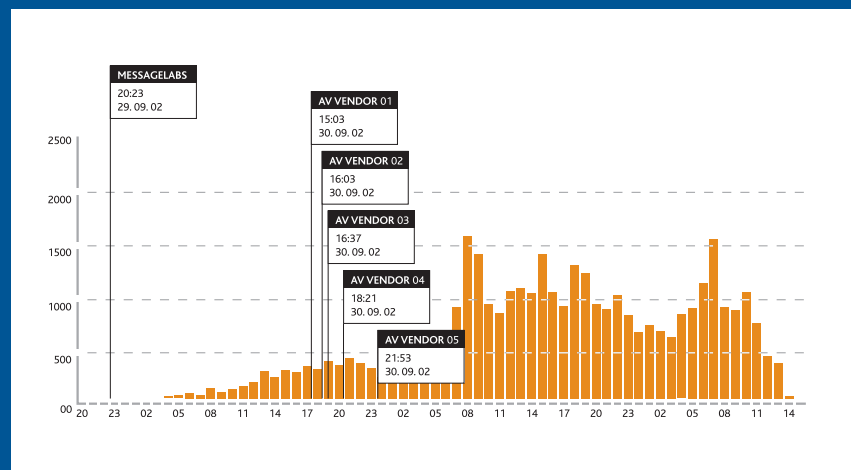
It has protected our customers from all the major virus outbreaks of recent times, often many hours before a fix is available from the traditional anti-virus software vendors.

Skeptic is designed to identify new viruses, both known and unknown, without any need for signature updates. From its unique position, operating at the Internet level rather than server or desktop level, Skeptic can identify techniques or characteristics which are indicative of an email virus. It can identify a virus even if it is completely original in construction – and you are automatically protected from it.

How it works

The managed MessageLabs anti-virus service can be switched on in a matter of minutes. Once activated, all your inbound and outbound email is re-routed through the MessageLabs control towers and scanned by Skeptic and three commercial scanners before being passed on to its final destination.

Updates are continuously and automatically performed across the network with instant updates carried out in the event of a new outbreak. If a virus is detected, the email is automatically stopped and held in quarantine for 30 days. The sender and administrator receive immediate notification, allowing appropriate action to be taken.



OUTBREAK OF 'BUGBEAR' VIRUS

MessageLabs anti-virus service

- Skeptic uses patented artificial intelligence to detect and stop new viruses and variants even before new signatures are available
- Virus-infected email stored for 30 days and accessible in an emergency
- Notifications auto-generated to sender and administrator
- Uses Skeptic's artificial intelligence and 3 commercial scanners
- Online service statistics and reports delivered through InSight (MessageLabs' web-based management tool)

Reduce spam dramatically

Spam has already become a global epidemic, costing businesses around the world millions of wasted dollars a year.

A recent Gartner Group survey revealed that 34% of business email is useless. The same study also revealed that employees spend an average of 49 minutes a day managing email. The European Commission reports that Internet subscribers worldwide are unwittingly paying an estimated \$94 million a year in connection costs - just to receive junk email.

Spam is a notoriously difficult issue to tackle. However, the MessageLabs anti-spam service uses a combination of Skeptic technology and customer configurable blacklists/whitelists to identify and re-route spam before it reaches you.

It also allows you to specify how intercepted spam should be handled – freeing up your human resources, alleviating bandwidth issues and significantly reducing the demands made upon your valuable storage space.

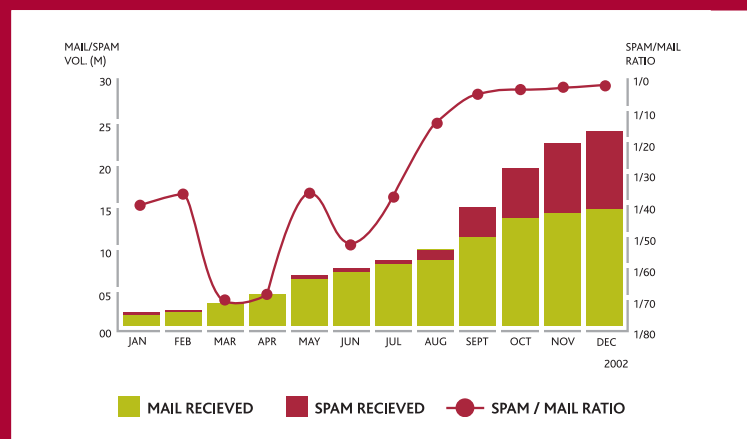
How it works

Our anti-spam service employs a combination of Skeptic technology and blacklists/whitelists which allow the user to tune the service to the needs of the customer and individual users. This combination ensures we constantly adjust to emerging techniques of spammers.

Skeptic, the technology at the heart of our service uses multiple techniques for stopping spam including Bayesian probability, hash busters, smart fingerprints and others. The artificial intelligence of Skeptic draws on an ever-expanding knowledge base for identifying spam and learning from the experience.

Because spam is so very dynamic, the MessageLabs service uses a wide range of techniques to continuously build our knowledge base of new and emerging spam techniques, including deliberately attracting spam with 'honeypots'. As the MessageLabs anti-spam service scans more and more emails, the profiles by which spam can be defined increase exponentially.

Skeptic's artificial intelligence and dynamic learning allows us to continuously reduce false positives and false negatives and ensure that only real spam is eliminated. The result is a highly effective filter mechanism, which in a recent independent evaluation came out as the clear leader in terms of filter accuracy (96.4%).



SPAM TO MAIL RATIO

MessageLabs managed anti-spam service

- Uses patented artificial intelligence to block all unsolicited email which impacts on employee productivity
- Minimises false positives and false negatives through ground-breaking Skeptic technology
- You can customise the service spam filter, specifying domains, IP and email addresses you wish to block and accept mail from
- Spam can be blocked instantly or sent to a nominated system administrator or an alternative email address
- You can control your own service parameters and view online statistics and reports via InSight (MessageLabs' web-based management tool)

Filter out pornographic material

The problem of pornography in the workplace, the home and in education has escalated considerably through Internet access and increasing email usage. In the workplace, it not only costs companies millions in non-business related Internet activity, but has also led to damaged business reputations, harassment cases and employee claims.

Recent tests have shown that one in four of all email image attachments are pornographic and nearly 80% of employers have detected abuse of the Internet at work.

The MessageLabs porn filtering service uses Skeptic's ground-breaking image composition analysis to identify pornographic images. The service is flexible enough to allow for different sensitivity settings and routing options depending on the customer's policy.

How it works

Skeptic goes beyond the flesh tone analysers found in other competitive services and uses a massive neural network of shapes, textures and definitions to deliver a more refined and accurate elimination process. Skeptic detects such content as suspect poses, facial expressions, clothing and overall image content. Using artificial intelligence to analyse images, Skeptic

expands its own knowledge and understanding of pornographic images with every subsequent scanning. It is an automated service, requiring no intervention from individuals and is fully customisable, allowing you to select the level of analysis you require.

MessageLabs managed porn filtering service

- Ensures accurate detection of pornography through Skeptic technology
- Identifies pornography entering and leaving an organisation
- Emails containing suspect images can either be tagged, sent or copied to a nominated system administrator, or deleted
- You can specify levels of detection sensitivity based on high, medium and low settings via InSight (MessageLabs' web-based management tool)
- Online service statistics and reports delivered through InSight

Control your content

The MessageLabs content control service uses Skeptic technology to identify confidential, malicious or inappropriate content according to your settings.

The service offers a key safeguard against distribution of inappropriate words or phrases, loss of intellectual property, disclosure of confidential information, defamation of company name, abuse of mail and protection from potential legal action that might arise from transmission of email.

How it works

With the MessageLabs content control service, you can manage the nature and content of inbound and outbound email.

You can set permissions on InSight for your organisation, groups and users. These controls can be time managed so that they only apply at certain times. For example, you can allow large files to be delivered only out of normal hours. You can also manage the size of inbound emails, setting restrictions for specific users and groups in your organisation; control the number of attachments received; manage file formats with blacklists and whitelists; monitor the usage of key words; use location filters so that certain users or domains cannot send or receive emails to and from certain organisations.

MessageLabs content control service

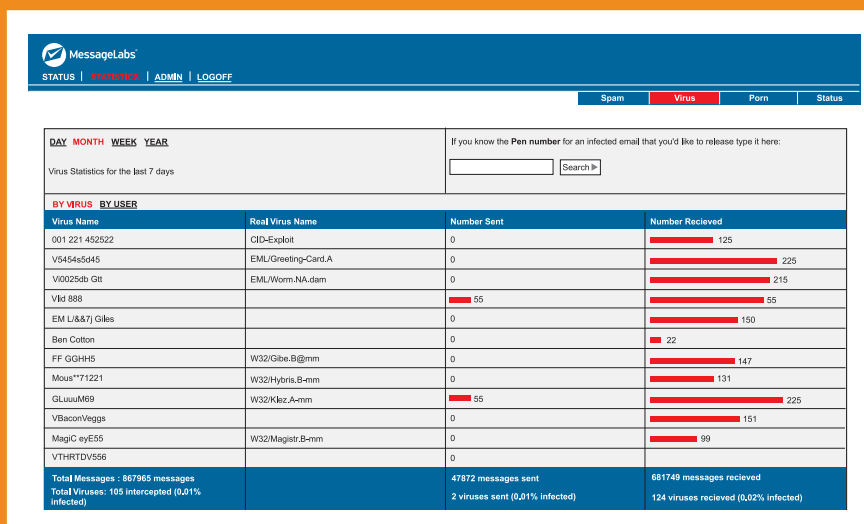
- Set time managed permissions on InSight
- Manage the size of inbound emails, setting restrictions for specific users and groups
- Control the number of attachments received by users and groups and manage timed delivery of emails with multiple attachments
- Manage the file formats that are allowable in your organisation at global, user and group levels
- Ensure that a file is of the type it says it is
- Monitor the usage of key words and manage email abuse
- Use location filters to put a domain or user on your blacklist or whitelist.

Invaluable insight

InSight, MessageLabs' web-based management tool, is your doorway to a wealth of management information. It provides you with online service statistics and reports in real time, enabling you to see how the MessageLabs managed services are performing for your business. It also allows you to easily identify any trends in email activity – and act upon them.

From InSight you can access:

- Real-time information on email activity and potential threats
- Weekly reports which can be sent to any number of users within your organisation
- Data on viruses, porn and spam intercepted by day, week, month and year
- Statistics showing email volumes and patterns by day, week, month and year
- Management tools to configure specific sensitivity and routing options
- Activity by individual user and company domain.



Around the clock, around the globe support

MessageLabs' customers receive unprecedented levels of technical and user support through the MessageLabs global support network.

We believe the most robust support model is grounded in global standards delivered through regional Internet hubs around the world.

At the nucleus of our support network is the MessageLabs Global Operations Centre (GOC), based in the UK.

The GOC provides customer support worldwide 24 x 7 x 365. Our regional support teams, located in the USA and Hong Kong, are available to ensure seamless and consistent support to our customers, regardless of their location.

Additionally, our support technicians monitor the network and the email passing through the system to ensure the MessageLabs Email Security System is continually updated.



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