

MessageLabs Global Infrastructure & Support

Around the globe. Around the clock.



Complete peace of mind

The MessageLabs Email Security System consists of a range of managed services (anti-virus, anti-spam, porn filtering and content control) founded on the most advanced technology available and delivered over a robust, secure and resilient global infrastructure.

All MessageLabs services are managed and require no additional hardware or software.

With MessageLabs' expert team of engineers and support personnel actively managing your email security 24 x 7 x 365, you can ensure that your organisation is fully protected from email borne threats and gain complete peace of mind from complete email security.

Around the globe

Complete control

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. The control towers are clustered at major Internet hubs across the globe and densely populated with high performance servers which have global fail-over support. The towers are part of a global infrastructure which is architected for maximum resilience.

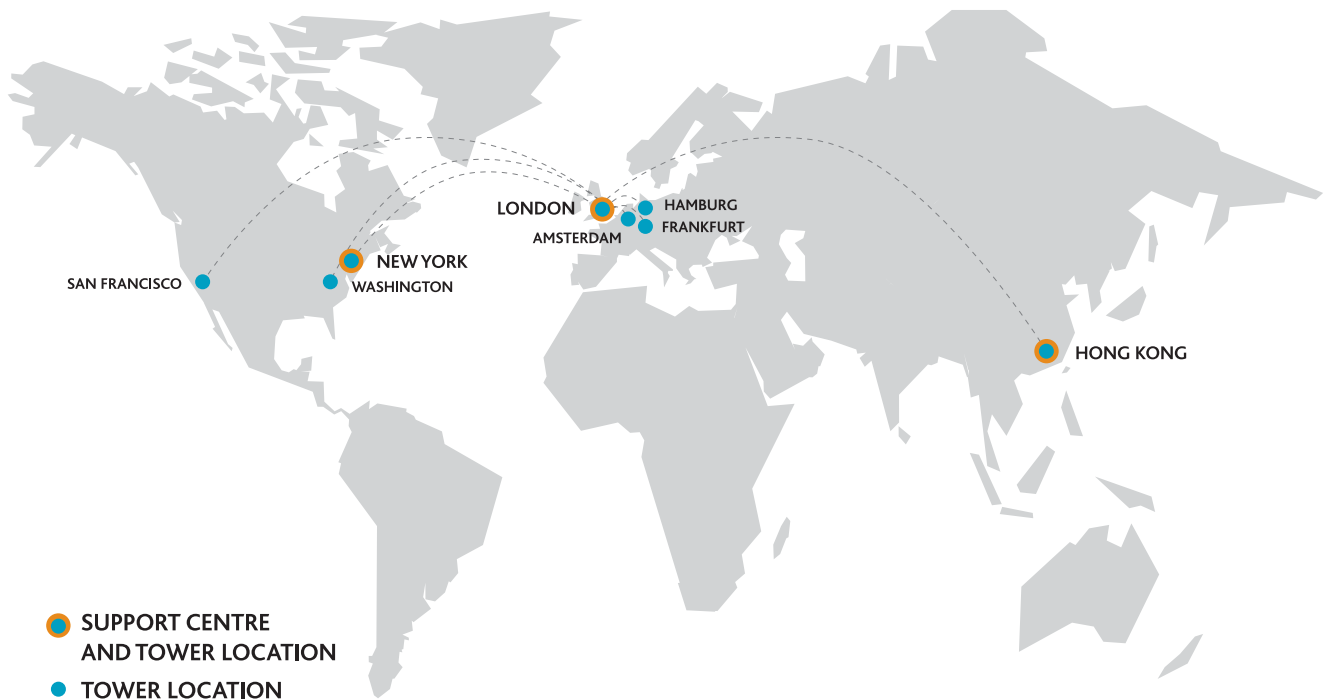
The towers have been designed so that we can easily and rapidly respond to changes in volume and throughput. They are fault tolerant and continue to work despite the loss of any single component.

Additionally, they are load balanced to ensure our customers experience a consistently high level of delivery and performance.

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

Updates are performed continually to keep pace with the changing nature of email security threats. By continually adapting and storing the profiles of new threats which are detected and stopped, Skeptic's intelligence ensures that MessageLabs can offer complete email security and sets the standards for the industry.

THE GLOBAL NETWORK



Complete continuity

The MessageLabs managed services infrastructure is designed with inbuilt high capacity, resilience and scalability. Hardware is sourced from industry-leading suppliers known for their approach to quality and their high Mean Time Between Failure (MTBF) ratings.

Individual control towers are configured to maximise redundancy. Their location is carefully chosen, using data centres where continuity of service and security are paramount.

Each tower has full redundancy within itself. It comprises multiple mail servers each working independently with mirrored drives. All other hardware is also duplicated (routers, switches, load balancing technology) so that any failure within the tower is covered. In addition, each customer is set up on multiple towers located on different networks in geographically diverse data centres.

Additional resilience is assured by replicating any redundancy with load balanced delivery across multiple servers or auto fail-over should one server be down.

The infrastructure is designed to provide total resilience and service continuity.

MessageLabs is committed to providing 100% availability of the service. We strive to deliver services based on Effectiveness, Responsiveness, Performance and Availability, using monitoring tools to underpin this commitment.

Complete security

At MessageLabs we take every step possible to ensure that our technical installations are completely secure.

We are fully aware that our customers trust us with one of their most critical business assets – their email – and take this responsibility very seriously. The MessageLabs global infrastructure ensures that we comply with data protection and privacy legislation. Management of our internal security is based on the ISO 17799 / BS 7799 standards for information security management.

This ensures that we consider all security aspects including those which are non-technical. The controls we have implemented include security policies, vetting procedures, strong authentication, firewalls, intrusion detection, a security awareness programme, CCTV in each cage, external audits and more.

To prove our commitment to security, MessageLabs obtained ISO 17799 / BS 7799 certification in November 2002 following an audit by Lloyds' Register Quality Assurance.

"We have found MessageLabs to be very pro-active and supportive in terms of customer services. The InSight on-line reporting system provides very useful data on the performance of the service and gives our management good visibility of the value being provided by MessageLabs. As the IT Security Manager for the group, InSight also gives me the capability to easily view email activity in any of our operations around the globe."

*Murray Laracy, IT Security
Manager, QBE Group*

"MessageLabs anti-spam service is saving us at least 15,000 wasted minutes every month. At £20 an hour, that adds up to a saving of around £5,000 a month, so the return on investment is plain to see in time alone . . . MessageLabs is a great service. Simple as that."

Alan Paul, Business Information Manager, Marshall Aerospace



Around the clock

Complete 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 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 US and Hong Kong, are available to ensure seamless and consistent support to our customers, regardless of their location. Our support technicians monitor the control towers and the email passing through the system to ensure that the MessageLabs Email Security System is continually and actively updated.

In addition, the team continually monitors the Internet, proactively seeking new information on any latest threat. We also monitor customer email trends and reports to ensure that they remain within certain pre-configured thresholds. Sometimes we may tell them about a problem with their email before they are even aware of it themselves.

Our GOC operators monitor disk partition usage, file handles, mail queues, network services, critical system processes, scanner status and system load both at the tower and server level.

They also employ active graphing to spot patterns, capacity plan and create baselines for disk usage, file handles, mail queues and system load.

Automated systems alert exceptions to baseline thresholds for investigation by engineers, thus ensuring that our systems continue to run smoothly. Auto-escalation guarantees that alarms cannot go unheeded. In the event of a problem, customers can be alerted by SMS and pager.

MessageLabs provides around the clock support to the customer to ensure problems are resolved without delay. Technical support and customer service is provided during normal working hours from our regional hubs in the UK, US and Hong Kong to respond to technical issues, provision the services, receive and process requests for modifications to any operational aspects of the service and answer any invoicing queries. Problems can be escalated to the 24 x 7 x 365 Global Operations Centre where appropriate ensuring the right levels of support are always available.



Complete insight

With MessageLabs' web-based management tool, InSight, our customers are kept informed and in control with a wealth of online statistics and management reports in real-time, enabling them to see how the MessageLabs managed services are performing for their business.

They can also identify trends in email activity and act upon them. InSight allows them to self-administer aspects of the MessageLabs service, backed by expert telephone support.


InSight includes the following:

- Real time information on email activity and potential threats
- Management tools to configure specific sensitivity and routing options
- Data on viruses, spam and pornography intercepted by day, week, month and year
- Statistics showing email volumes and patterns by day, week, month and year including average scanning times
- All data may be analysed by individual domain and user
- Weekly reports which can be sent to any number of users within the customer's organisation

Live information about dead certainties

MessageLabs' information service has live data feeds from our global network of control towers, which scan millions of emails everyday, and therefore provides the very latest and most comprehensive news available on email security threats.

We provide a whole raft of information and statistics including spam growth and trends by region, a comprehensive threat list of every virus in circulation and in the event of a new virus outbreak an email notification service.

 STATUS HELP ADMIN LOGOFF			
Spam Virus Porn Status			
DAY	MONTH	WEEK	YEAR
Virus Statistics for the last 7 days			If you know the Pen number for an infected email that you'd like to release type it here: <input type="text"/> <input type="button" value="Search"/>
BY VIRUS		BY USER	
Virus Name	Real Virus Name	Number Sent	Number Recieved
001 221 452522	CID-Exploit	0	125
V5454s545	EMU/Greeting-Card.A	0	225
V0025db Gt	EMU/Worm.NA.dam	0	215
Vld 888		55	55
EM L&&T Giles		0	150
Ben Cotton		0	22
FF GGHHS	W32/Globe.B@mm	0	147
Mous**71221	W32/Hybris.B-mm	0	131
GLuuuM69	W32/Klaz.A-mm	55	225
VBaconVeggs		0	151
MagC-eyE55		0	99
VTHRTDV556	W32/Magist.B-mm	0	
Total Messages : 867965 messages Total Viruses : 105 intercepted (0.01% infected)		47872 messages sent 2 viruses sent (0.01% infected)	681749 messages recieved 124 viruses recieved (0.02% infected)

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