



## MessageLabs Web Control

**"The single-minded focus, expertise and scale of managed email sanitization services bring immediate value to businesses by solving a difficult problem that they no longer have time for: fighting email pollution. Web traffic filtering represents a next logical step for managed services. Business will increasingly look to specialized vendors to help them solve problems associated with web-based malware, spyware and inappropriate content."**

Andrew Jaquith, Senior Analyst,  
Yankee Group

### An overview

Effectively managing employee web access is a challenge for any business, as even the most stringent policies rely upon voluntary co-operation. Research in 2002-2004 by IDC found that companies lose up to \$3,000 per year per employee due to non-business related Internet activity, and that 30-40% of web access had nothing to do with the employee's job, resulting in lost productivity and an increased risk of legal liability.

Criminal manipulation of URLs only serves to compound the problem as web users are not always in control of where they browse – a site that is safe today may well not be later today or tomorrow. It is essential that businesses have an enforceable Internet access policy in place, to help ensure productivity, avoid legal liability and monitor how the Internet is being used within their organization.

Web surfing carries inherent dangers, regardless of whether the user is accessing a compromised site deliberately or not. By determining which sites a user habitually visits, these HTTP addresses can be abused in an effort to gain unauthorized access to the user's PC and therefore the internal network in which it operates. By controlling access to inappropriate websites you can help avoid these threats as well as streamlining your network efficiency. Furthermore, a managed service offering the combined power of Internet level protection for both email and web-based traffic, allows you to meet these rapidly converging threats before they affect your network.

### Uncovering the issues

#### Reducing risks from inappropriate content

Access to inappropriate content, deliberate or otherwise, can have far-reaching implications for your business. You could endanger good employee relations or even risk legal proceedings, where high-profile media attention could cause untold damage to your brand and reputation.

#### Productivity and profitability

The ubiquitous nature of the Internet means that uncontrolled viewing can seriously impact your productivity and profitability. Access to inappropriate sites drains valuable employee time, increasing the risk of costly litigation or employee disciplinary action.

#### Customer, partner and employee relations

Any form of inappropriate online activity could jeopardize crucial client relations. However, in many organizations recognition of this as a serious work infringement is low amongst employees. Only by enforcing a proper disciplinary framework can you feel confident in communicating a promise of integrity to both clients and partners – ensuring the highest working standards.

### Enforcing and monitoring an acceptable usage policy

With the ever increasing amount of litigation, regulations and best practice directives affecting online activity, it is vital that organizations adopt and manage an effective acceptable usage policy for the web. Only by meeting the self-regulation and good governance standards expected by your clients can you gain their trust and maintain strong working relationships.

### Delivering cost-effective solutions

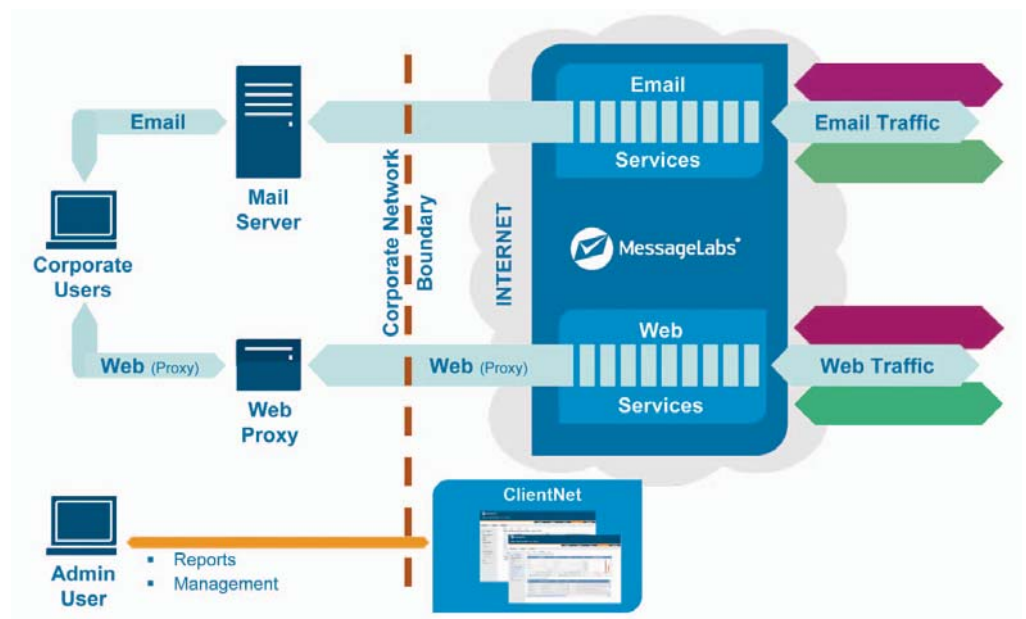
In an ever-changing environment, where staff numbers and Internet usage are subject to change, gateway solutions can be a maintenance and cost burden. To take control it is essential that you monitor bandwidth usage across your organization, meaning you can more tightly manage costs and availability of other Internet related services.

## Web Control

MessageLabs Web Control assists you in enforcing your web acceptable usage policy and ensures relevant regulatory and legislative compliance by monitoring and controlling Internet content into and out of your organization. The service is highly configurable and allows for various URL category and content-based policies, giving you greater control while protecting your employees and your brand reputation.

By offering both email and web security across the MessageLabs global platform, as well as a single web management console and 24/7 worldwide service and support, Web Control enables you to address a wider range of security issues through one single fully-managed service.

## How web scanning works



**"The success of the MessageLabs email virus scanning and spam filtering solutions made us very receptive to outsourcing web scanning too. The Internet is so crucial to our business that we couldn't afford to delay in finding a solution. With 650 machines connected to the network, the managed Web Services were a cost-effective and easily deployable choice."**

Lauraine Turner, IT Director,  
Condé Nast Publications

## Benefiting your business

### Be economical

MessageLabs offers a predictable and low total cost of ownership. Working with one trusted supplier for both web and email control means you can minimize expense by saving time and improving productivity. Our Internet level solution is charged as a fixed and known cost throughout the lifespan of the contract. And a web-based interface offers better accessibility than a console, so you reduce your infrastructure costs even further.

### Be productive

By limiting access to inappropriate sites or Internet access at key times – with no latency in web traffic – MessageLabs can help you ensure the productivity of your employees.

### Be confident

MessageLabs Web Control service enables you to have confidence in your acceptable usage policy and ensure relevant regulatory compliance by controlling web content.

### Be in control

MessageLabs Web Control provides you with a complete managed web control solution, without the hassle, inconvenience or additional cost associated with traditional software or hardware solutions. Our new service offers a guaranteed level of availability as well as a high degree of customer control. By identifying a site as inappropriate, not only will access to it be barred but information from sites advertising it will be blocked too.

### Be prepared

MessageLabs Web Control helps protect you against liability for any illegal or damaging Internet content your employees may access and any associated risks, such as: defamation of character, breach of contract or sexual harassment claims, costly litigation or disclosure of confidential information.

## User experience

- Full management portal access for monitoring and reporting
- 24/7 support
- Easy to deploy
- Set and enforce web policy (adware etc.)
- Ability to configure the administrator email alert policy.

## Web URL Filtering

By combining real-time filtering with a sophisticated categorization database, MessageLabs world-leading managed service utilizes easy-to-use tools, enabling you to create and enforce your web acceptable usage policy, optimizing your connectivity.

### Features:

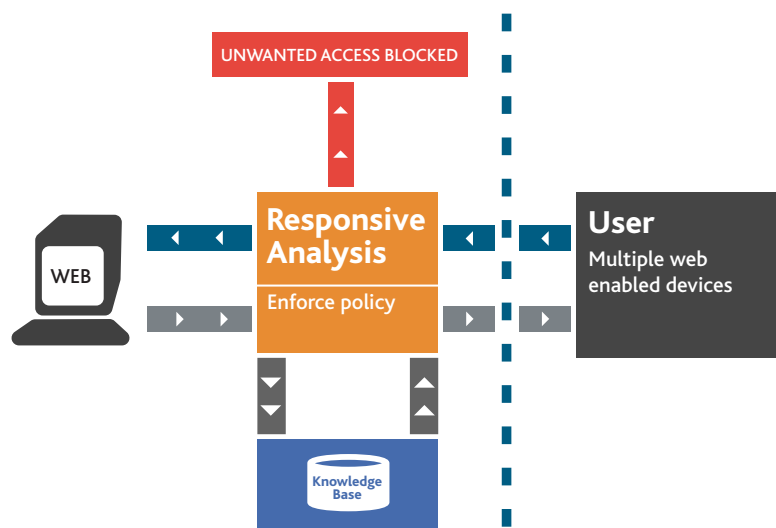
- Clear user interface and comprehensive reporting feature – allows you to easily and effectively monitor web activity throughout your organization
- Safeguard productivity – identify sites to be avoided during key periods of the day
- Enforce policy through MIME and file types – manage/restrict access to different content types (e.g. video, music, images) and file types (e.g. MP3, AAC, MP4 and VBS)

- Enforce URL and user management policy – control access to webmail, define acceptable URL categories, protect against anonymous proxies that re-route traffic to inappropriate destinations and control access by unauthorized groups or users
- Configure the service with user and group level settings, using existing directory information on specific user level details
- Prevent accidental exposure – protect against inadvertent access to bad URLs and compromised sites
- Flexible user interface – create different access policies, customize block messages and build rules for recreational Internet access
- 55+ different content categories
- Flexible allow and block lists
- Scalable across multiple sites
- Optional light-weight plug-in for enhanced granularity of information (at no extra cost)
- Real-time advanced content analysis
- No decrease in web browsing speeds
- 24/7 technical support
- Simple to deploy.

#### How it works:

- Client points proxy configuration to MessageLabs
- Client web traffic directed through MessageLabs service
- Validate policy for destination/site by group  
(for individuals or IP addresses)
- Validate policy by time or quota
- Validate acceptable content, i.e. MIME or file type
- If policy is not met then block
- Automatic update of URL blocking database, statistics and events in user interface
- Policy applied away from client network.

## Web Control



### About MessageLabs

MessageLabs is the world's leading provider of messaging security and management services, with more than 12,000 clients in more than 70 countries around the world. Delivered at Internet level, across a global network of data centers, MessageLabs managed service scans a billion business emails each week, protecting companies from email threats, securing confidential information and enforcing email policies. MessageLabs services enable businesses to ensure the integrity of electronic communications and regulatory compliance, help manage and reduce risk, secure critical infrastructure and maintain the confidentiality of information.

For more information on the global leader on messaging security and management,  
please visit [www.messagelabs.com](http://www.messagelabs.com)