

Symantec Hosted Services Partner Program Regional Update

MessageLabs Partner Program Transition - Frequently Asked Questions

Overview

Symantec acquired MessageLabs, the leading provider of hosted messaging security services, in November 2008. With this acquisition, Symantec gains a leadership position in this space and expands Symantec's existing portfolio of SaaS offerings to include messaging and web security services. For additional information on the MessageLabs acquisition please visit:

<http://go.symantec.com/messageLabs>.

1. What is happening?

Symantec is working to integrate the Hosted Services Partner Program into the Symantec Partner Program to effectively support the needs of our partners and their clients selling the whole portfolio of Symantec Hosted Services. We are making every effort to ensure the integration process is smooth and the outcome will effectively support the needs of our partners and their customers. However, until the respective programs are merged, we encourage you to join the existing programs for MessageLabs to take advantage of the full portfolio of service offerings.

2. What is included in the MessageLabs service portfolio?

MessageLabs Hosted Security Services enable organizations to effectively secure, control and manage their Email, Web and IM communications. These services are suitable for organisations of any size including small to medium businesses, Government and enterprises. Services are available individually or as bundles.

<http://www.messageLabs.com/solutions/>

Individual services include:

Email

- MessageLabs Email AntiSpam, a Symantec Hosted Service - Protects against unsolicited emails targeting your network and inboxes.
- MessageLabs Email AntiVirus, a Symantec Hosted Service - Protects against email viruses and other forms of malware such as phishing, Trojans and worms.
- MessageLabs Email Image Control, a Symantec Hosted Service - Detects inappropriate images in email so these can be blocked from entering or leaving your network.

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- MessageLabs Email Content Control, a Symantec Hosted Service - Scans email content so inbound and outbound emails that contain sensitive, unauthorised or inappropriate content can be blocked
- MessageLabs Email Boundary Encryption, a Symantec Hosted Service - Securely encrypts all email communications between nominated suppliers, customers or other third parties.
- MessageLabs Email Policy Based Encryption, a Symantec Hosted Service - Scans email content so outbound emails that contain sensitive, unauthorised or inappropriate content are encrypted based on client defined policies.
- MessageLabs Email Continuity, a Symantec Hosted Service - Enables users to continue sending and receiving messages when an outage of the primary email server occurs.

Web

- MessageLabs Web Security, a Symantec Hosted Service - Combines URL filtering for controlling Internet usage with protection from web-borne viruses and spyware.

Instant Messaging

- MessageLabs Instant Messaging Security, a Symantec Hosted Service - Delivers control over IM communications with content control and logging as well as protection from malware and blocking of malicious URLs in IM messages.

Archiving

- MessageLabs Email Archiving, a Symantec Hosted Service - Addresses needs for mailbox management, e-discovery, email compliance, and supervision.

For more information on available services please visit us on the web at:
<http://www.messagelabs.com/solutions/>.

3. Where can I find more information about MessageLabs Hosted Security Services?

For additional information on MessageLabs security services please visit:
<http://www.messagelabs.com/products> and navigate to the various service tabs for each area.

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4. What are the key benefits of the program and what is the enrollment process?

MessageLabs Partner Programs: The MessageLabs Partner Program is a global hosted services program offering engagement levels tailored to meet your business and sales model. Enrollment in the program is simple and provides hosted services training and enablement, sales and marketing materials and a range of other benefits available exclusively to program members.

Program Selection Within the MessageLabs Partner Program you can easily choose between several programs including an easy entry referral program, reseller and certification programs as well as comprehensive hosted application provider and service provider programs.

- Programs include the:
 - Associate Program
 - Authorized Reseller Program
 - Certified Partner Program
 - Hosted Applications Provider Program
 - Service Provider Program

The programs include an agency or referral model, called the Associate Program which provides an easy way to incorporate the MessageLabs-solutions into your hosted services offerings without obligation or commitment. There is also reseller models, where you actively promote and support the MessageLabs solutions with specific training, and revenue commitments. In addition, there are partnering options for hosted and service provider partners. Your hosted services partner team can provide you with more information and help you decide on the best partnership model for your business.

Enrollment To partner with MessageLabs as an Associate you can sign up online at www.messagelabs.com/associate.. To contact an account manager in your region to join the other programs please visit <http://www.messagelabs.com/partners/apply> partners@messagelabs.com for more information. You can also access more information at www.messagelabs.com/partners.

5. Do resellers need to be Symantec partners to join the program?

Today, partners do not need to be members of the Symantec Partner Program to participate in the MessageLabs Partner Program.

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6. **Who do I contact for more information?**

For more information and to join the MessageLabs Associate and Reseller Programs

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More Information

www.messagelabs.com/partners www.symantec.com/partners

Symantec is a global leader in providing security, storage and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored.

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