# Symantec MessageLabs Email Security.cloud

## Analyst View

Symantec.cloud, formerly MessageLabs, is positioned in the "Leader" quadrant in the Magic Quadrant for E-mail Security Boundaries.

Gartner defines "Leaders" as vendors that are performing well today, have a clear vision of market direction and are actively seeking competencies to sustain their leadership position in the market.

Gartner Magic Quadrant for E-mail Security Boundaries, by Arabella Hallawell, Peter Firstbrook.

## The Symantec.cloud Difference

- Multi-layered defenses, ensuring long-term, always-on network protection
- Incorporates Skeptic™ technology, which has pioneered predictive detection since 1999.
- 100% protection against known and unknown viruses with no more than 0.0001% false positives
- Over 99% spam capture rate with no more than 0.0003% false positives
- Service availability guarantee of 100% uptime
- Technical Support / Fault Response - guaranteed response times for critical, major, and minor calls

## How can you be certain your email is protected from email threats?

Every day, organizations face potential communication, operational and intellectual property disruption from email-borne threats, such as viruses, spam, trojans, spyware, and phishing. Without effective defenses, these disruptions can create significant costs and losses.

Email threats have evolved, going beyond viruses and spam alone. Virus, spam and spyware writers are now taking advantage of each other's methods. For example, in 2010, botnets (Trojan virus infected computer networks) were responsible for around 77% of all spam emails.[1] Typically, more than 89% of email volume is spam and nearly one in 284 emails today contains malware.* Some attacks are so targeted that they never appear on the antivirus industry radar and are not properly identified or stopped by standard signature-based scanners.

The Email Security.cloud service helps organizations combat these threats through advanced perimeter defenses and our proprietary Skeptic™ technologies. Operating at the Internet level with automatic and continuous updates, Email Security.cloud delivers protection against both known and unknown threats.
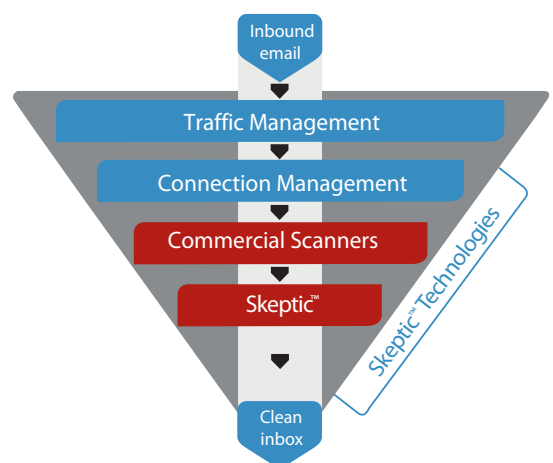
Our architecture combines multiple third party scanning engines with proprietary Skeptic™ technologies for superior protection. Traffic management slows down bad traffic at the TCP/IP layer, while connection management uses heuristics to block unwanted email at the connection layer and prevents attacks at the user layer. In addition, threat intelligence from our Web Security.cloud and Instant Messaging.cloud services allow us to detect and protect against converged threats that span multiple protocols. The result is regained bandwidth, increased threat protection and a cleaner connection.

## Email Security – The Symantec.cloud Multi-Layered Solution

Traffic and connection management identify, slow and reject spam or suspected user attacks.

Multiple commercial filters detect and reject spam and viruses originating from known sources.

Skeptic™ predictive technology detects and rejects spam and viruses from unknown and new sources

✓ Symantec.cloud™

## How the Service Works

- Clients point their Mail Exchange (MX) records to Symantec.cloud
- Inbound and outbound email is directed via Symantec.cloud, where it is scanned
- Symantec.cloud innovative perimeter defenses detect and reject spam and viruses originating from known sources
- Symantec.cloud proprietary Skeptic™ technology proactively detects and rejects spam and viruses from unknown and new sources
- 'Link following' checks all Web pages referenced within an email for viruses and other threats; email is blocked if malware is found on those websites
- Email identified as spam is re-directed with multiple block and re-routing options
- Administrators and / or end users manage quarantine email and approved and blocked sender lists

## Service Level Agreements

Money back remedies if the following service perofmances are not met:

- AntiVirus Protection - 100% protection against known and unknown viruses
- Virus False Positives - 0.0001% false positive capture rate
- Spam Capture Rate - 99% capture rate (95% for emails containing Asian characters)
- Spam False Postivies - 0.0003% false positive capture rate
- Latency - Average round-trip time of email delivery occurs in less than 60 seconds
- Service Availability - 100% uptime

## Next Steps

Contact a product specialist:
US: (866) 460-0000
info@messagelabs.com
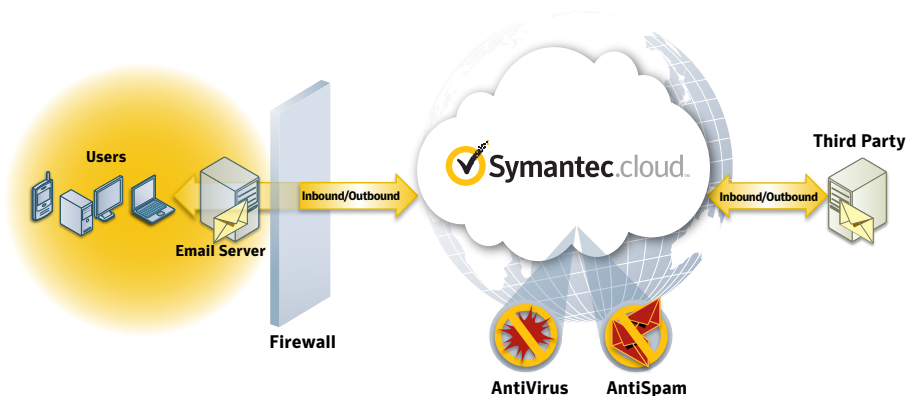


Skeptic™ learns from each message it sees, evolving and updating in real-time to actively protect against the latest virus and spam threats while providing near-perfect accuracy to virtually eliminate false positives.

With a global infrastructure of 15 data centers, spanning 5 continents and protecting clients in 102 countries; 6.4B emails per day are processed by Symantec.cloud. The intelligence gathered from this unique window on the world's email traffic provides clients with unrivalled protection from emerging threats. Through its 'link following' capability, Email Security.cloud service also offers you protection against positively-identified viral URL links contained within emails.

Continuous, automatic updates are performed across our network via the service's global database replication architecture. The result is comprehensive zero-hour protection, long before traditional antivirus signatures are available.

The service is also configurable through an online portal offering clients a range of completely customizable handling options for messages at the various layers of the service. Intuitive administrator and end-user spam quarantine tools provide for a flexible and productive antispam experience.

| Features | Benefits |
|---|---|
| Total multi-layered protection from spam, with threats managed away from your network | Saves time and resources wasted dealing with unwanted email, and protects corporate bandwidth for web, VoIP and other critical systems |
| Proprietary Skeptic™ heuristics technologies | Delivers effective protection against established and emerging threats |
| Multiple best-of-breed third party commercial scanning engines | Provides additional layers of automatically updated security |
| 'Link following' technology checks every URL within emails for threats | Provides comprehensive protection against converging threat techniques |
| Fully configurable, with a range of actions for both administrators and end-users | Allows administrators to set and enforce or devolve flexible, customized policies suited to your organization's specific needs |
| Exceptional Service Level Agreement package | Gives you reassurance and allows you to focus on business growth |
| Dashboard, summary, detailed and scheduled reporting | Provides visibility, accountability and confidence in the service's effectiveness |

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