



SYMANTEC PROTECTION SUITE

ADD-ON FOR HOSTED EMAIL AND WEB SECURITY

OVERVIEW

Your employees are exchanging information over email and the Web nearly every minute of every business day. These essential communication channels expose your business to a threat landscape that is converging and constantly changing. They also provide routes for sensitive data or inappropriate images to leave or enter your network.

Malware can be introduced into your environment via two primary routes: at your endpoints (laptops, desktops, servers) or through the Internet gateway via the Web and/or email.

Multi-layered protection from endpoints to the gateway is needed to accurately identify and address risks, secure your environment against data loss, malware, and spam and assist in rapidly and reliably recovering data or computer systems.

Symantec Protection Suites offer an array of solutions to create a protected endpoint, messaging, and Web environment that is secure against today's complex Internet threats, and is quickly recoverable in the event of failure.

Now, with the introduction of an add-on for hosted email and Web security from Symantec Hosted Services, Symantec Protection Suite users can use the power of cloud computing to help secure and manage email and Web traffic through an integrated, Web-based management console.

Symantec Hosted Services add-on option offers a holistic approach to messaging security, with integrated protection for email and Web that works together to create a safer environment for online communications by helping to:

- Block threats across email and Web in the cloud, before they ever enter your network
- Apply shared threat intelligence to protect against new and converging threats
- Prevent IT misuse and enforce Acceptable Use Policies

The add-on helps lower administration costs through automatic content updates and feature enhancements while delivering exceptional accuracy. It is also maintained by Symantec and backed by an industry-leading Service Level Agreement (SLA) that includes aggressive performance levels for accuracy, effectiveness, and uptime, helping you to confidently focus staffing resources on other more critical tasks.

This comprehensive group of offerings includes proven hosted and on-site technologies from Symantec, the market leading endpoint security, hosted messaging security, and backup and recovery vendor.

This paper will provide an introduction to the hosted email and Web security and management services add-on (known as Symantec Hosted Security Email and Web Protect and Control) which is now available for use with Symantec Protection Suites.

WHY SHOULD YOU CONSIDER USING A HOSTED SERVICE?

Hosted services operate in the cloud. They provide a way of outsourcing hardware, software and the management of solutions to deliver a cost effective alternative to on-site demands. Little or no software or hardware needs to be installed on your premises and IT administration is performed through an easy-to-use Web portal.

As a hosted service provider, Symantec Hosted Services is able to scan email and Web interactions for malware and inappropriate content safely away from your systems while assuming the burden of processing in our infrastructure.

HOW DOES IT WORK?

The Symantec Hosted Services add-on for email and Web security consists of a comprehensive suite of security and content controls. Easy to manage and maintain, they work together to help you protect your organization and aid in the enforcement of proper email and Web use.

Hosted Email Security features help to defend organizations from email-borne malware and spam to deliver clean, approved content and promote secure and productive email use. This is accomplished by combining multiple commercial anti-virus and anti-spam scanning engines with Skeptic™, our proprietary heuristic technology. The result is a multi-layered defense against known, new and targeted email-based threats and spam messages.

The add-on also helps to defend against positively-identified viral URL links contained within emails through its 'link-following' capability. This is an especially effective defense against attempts to bypass anti-virus detection and lure users to malware bearing sites. Link-following looks at the Web pages referenced within an email and checks them for malware. If a threat is found on those Web sites, the suspicious link is confirmed as viral and the email is blocked. Because links are examined in our infrastructure safely away from your network, the burden of examination is placed squarely on our infrastructure, not your own.

Email attachments are examined to help detect and prevent malware and file exploits from compromising systems or installing viruses. Attachments that contain identified threats are stopped at the Internet level while the service monitors keywords and manages file formats to limit attachment volume or file size. As a result, the service is able to safeguard storage and bandwidth from being wasted on these files and preserve its use for legitimate communications.

The accuracy of the add-on service's anti-virus detection is maintained through continuous, automatic updates that are performed across our network using a global database replication architecture. This approach allows us to protect our customers from zero-hour threats that emerge in other corners of the globe and block them long before they appear locally and well before traditional anti-virus signatures are available.

Hosted Web Security capabilities help to defend against Web-borne virus and spyware threats while enabling the enforcement of Web Acceptable Use Policies through Web traffic URL filtering. Similar to the email security feature, hosted Web security uses multiple commercial engines to scan Web content for malware with continual updates applied by Symantec Hosted Services to enable highly accurate detection of known threats. Skeptic™ heuristic technology is also used to help guard against new and converging Web-borne threats, which can target Web users via other protocols such as email and instant messaging.

To aid in the enforcement of Web Acceptable Use Policies, Web requests are checked against a sophisticated policy engine and URL categorization database so that appropriate content remains accessible while restricted content is carefully controlled. The policy engine is highly flexible and intuitive, enabling organizations to create policies and monitor behavior for specific users and groups.

URL Filtering is included and allows rules to be configured by category, user, time of day, URL, or file type to help administrators create service policies which match the guidelines of the organization. The add-on also extends security and policy enforcement to employees who access the Internet from outside the corporate network through its roaming user capability. This helps to enforce corporate Web use policies for users and protect them from Web-borne threats no matter their location.

Email Policy Management capabilities assist with identifying and managing confidential, malicious or inappropriate email content and images sent or received by your organization. This helps to reduce the risk of data loss and reinforces your email Acceptable Use Policy, so that employee email use can be more productive and safe.

The add-on service looks for inappropriate content by analyzing multiple components including email body, subject and headers. It also examines text within supported Microsoft® Office™ documents (Word, Excel, and PowerPoint versions 2000 – 2007) and PDFs that are embedded within emails or sent as attachments. Any content that matches administrator created rules is subject to a range of actions while approved messages continue to pass through to their intended recipients.

Email messages and attachments can be scanned for keywords, phrases, URL lists or alphanumeric formulas (such as credit card, National Insurance or Social Security Numbers), as determined by the administrator. This provides comprehensive content analysis helping to maintain the appropriateness of incoming and outgoing messages.

Images are also scanned including those within attachments to help identify, control and block inappropriate images from entering or leaving your organization. Images are subjected to Image Composition Analysis (ICA) technology which uses neural nets for enhanced detection of pornographic images.

Administrators can add their own permitted or blocked image signatures to a local database to provide local control over imagery such as confidential or legitimate images. This helps to stop inappropriate images while permissible images are allowed to pass outside the organization.

Finally, if users require special privileges, approved sender and recipient lists can be used to specify which individuals (both internal and external), should be permitted to send and receive messages without having content and image scanning applied to their messages.

BACKED BY AN INDUSTRY-LEADING SERVICE LEVEL AGREEMENT

The Symantec Hosted Services add-on for email and Web security is backed by a highly aggressive and comprehensive Service Level Agreement (SLA) that includes money back or other remedies if the following performance levels are not met:

- Email Antivirus Effectiveness – 100% protection against known and unknown email viruses
- Email Antivirus Accuracy - no more than 0.0001% false positives
- Email AntiSpam Effectiveness – 99% spam capture (95% for email with Asian characters)
- Email AntiSpam Accuracy – no more than 0.0003% false positives
- Email Delivery – 100% email delivery
- Web Antivirus Effectiveness – 100% protection against known Web viruses
- Latency:
 - average Web content scanning time within 100 milliseconds
 - average Email scanning time within 60 seconds
- Availability – 100% service uptime
- Technical Support - specific response times for critical, major, and minor calls.

The services are delivered through a global infrastructure of 14 highly available data centers located across four continents. These data centers are load balanced and housed in secure, well-established telecommunications centers located at major Internet exchange points.

Because the data centers are load balanced, Symantec Hosted Services is able to offer redundancy and handle spikes in traffic.

These performance levels have been selected because Symantec Hosted Services has a track record of meeting or exceeding these targets.

EASE OF MANAGEMENT & SERVICE RELIABILITY

The Symantec Hosted Services add-on for email and Web security can be deployed quickly, typically in hours. Users no longer have to manage upgrades which helps to lower administration costs through automatic content updates and feature enhancements. 24x7 support is also included with your service fee and delivered by specialists.

The add-on service offers configurable reporting and notifications that increase visibility into security and help shorten resolution times. And it is hosted on a highly scalable and redundant infrastructure across fourteen data centers worldwide.

SUMMARY

By deploying the Symantec Hosted Services add-on for email and Web security, you can block email and Web-borne malware, unsolicited email spam and control email content and images sent or received by your organization. Because the add-on is a hosted service, malware, spam, content and images can be blocked at the Internet level before they reach or leave your network.

With easy management features, superior performance, and an industry leading Service Level Agreement, this comprehensive suite helps you to focus on running your businesses with confidence.

OFFERING DETAILS

SYMANTEC PROTECTION SUITE ENTERPRISE EDITION

Endpoint security, on-premise messaging & web security, backup & recovery

SYMANTEC PROTECTION SUITE SMALL BUSINESS EDITION

Endpoint security, on-premise messaging security for Microsoft Exchange, backup & recovery

SYMANTEC HOSTED SECURITY EMAIL AND WEB PROTECT AND CONTROL ADD-ON FOR SYMANTEC PROTECTION SUITE

Hosted email security, hosted email policy management, content and image control, Web security and URL filtering

ABOUT SYMANTEC HOSTED SERVICES:

Symantec Hosted Services is the world's leading provider of hosted services for securing and managing email, Web, and IM traffic (or communications). Over 30,000 organizations and over 9 million end users in 99 countries employ Symantec Hosted Services to protect against viruses, spam, phishing, inappropriate Internet use, spyware and other organization-damaging threats.

ABOUT SYMANTEC

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. More information is available at <http://www.symantec.com/business/theme.jsp?themeid=hostedservices>

For specific country offices and contact numbers, please visit our website.

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