



SYMANTEC PROTECTION SUITE

ADD-ON FOR HOSTED EMAIL SECURITY

OVERVIEW

Malware and spam pose enormous risk to the health and viability of IT networks. Cyber criminal attacks are focused on stealing money from businesses through the internet and these attacks are getting more sophisticated and more frequent.

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

It is critical to secure each potential route of entry used by these threats. However establishing a comprehensive defense can be a daunting task; Symantec offers advanced technologies that help to provide proactive protection for laptops, desktops, servers, mobile devices, messaging and Web environments.

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 a hosted email security add-on from Symantec Hosted Services, Symantec Protection Suite users can use the power of cloud computing to help secure and manage email traffic through an integrated, Web-based management console without requiring hardware or software on-site.

The Symantec Hosted Services add-on can help combat malware and spam threats at the Internet level before they reach your network and help to control sensitive information (including email, select attachments, and images) preventing it from leaving your network or entering your environment. It helps lower administration costs through automatic content updates and feature enhancements while delivering exceptional accuracy. Because it is maintained by Symantec and backed by an industry-leading Service Level Agreement (SLA), you can confidently focus staffing resources on more critical tasks.

Together, 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.

The purpose of this paper is to provide an introduction to the hosted email security add-on (known as Symantec Hosted Security Email Protect and Control) available to you 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 management of solutions to deliver a cost effective alternative to on-site management. Generally, 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 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 security consists of several hosted services working in tandem to provide you with a comprehensive set of security and content controls. Easy to manage and maintain, they work together to help you both protect your organization and enforce proper email use.

Hosted Email Security features help to defend organizations from email-borne malware and unsolicited messages 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 Web 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 detect and help prevent malware and file exploits from compromising systems or installing malware. Attachments that contain identified threats are detected and 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.

Email Policy Management capabilities assist to identify and manage oversized, 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 across all email components, helping to maintain the appropriateness of all incoming and outgoing messages.

Images are also scanned including those within emails and 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 the accurate 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 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
- Latency - 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. This allows us to offer a Service Level Agreement target of 100% service uptime. 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 security can be quickly deployed, typically in hours. Support is delivered by global hosted services specialists 24x7 and included with your service fee.

The service also offers configurable reporting and notifications that increase visibility into security and help shorten resolution times.

SUMMARY

By deploying the Symantec Hosted Services add on for email security, you can enhance your defenses with zero-hour protection from email-borne malware and emerging spam techniques while controlling content and images sent or received by your organization. Because it is delivered as a hosted service, threats and inappropriate content are blocked before they reach your network. With easy management features, superior performance, and an industry leading service level agreement, this comprehensive hosted service offering enables 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 PROTECT AND CONTROL ADD-ON FOR SYMANTEC PROTECTION SUITE

Hosted email security, policy management, content and image control

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>

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