

# WEB SECURITY SERVICES

## THE MESSAGELABS DIFFERENCE

- 100% service availability ensured by robust, global infrastructure which provides network-level load balancing
- New and emerging threats blocked by Skeptic™, MessageLabs proprietary predictive technology
- Known spyware and web viruses intercepted by multiple, industry-leading malware signaturing systems
- Unmatched protection from sophisticated threats which target web users through email protocols
- Outstanding customer support, available 24/7 in an extensive range of languages

## ANALYST VIEW

"Companies now want to be sure that content is clean, which means scouring all transports - HTTP, SMTP and others - at the same time, with the same engines, to ensure that all malware is caught."

Quocirca, August 2005

## HOW WELL PROTECTED ARE YOU AGAINST WEB-RELATED RISKS?

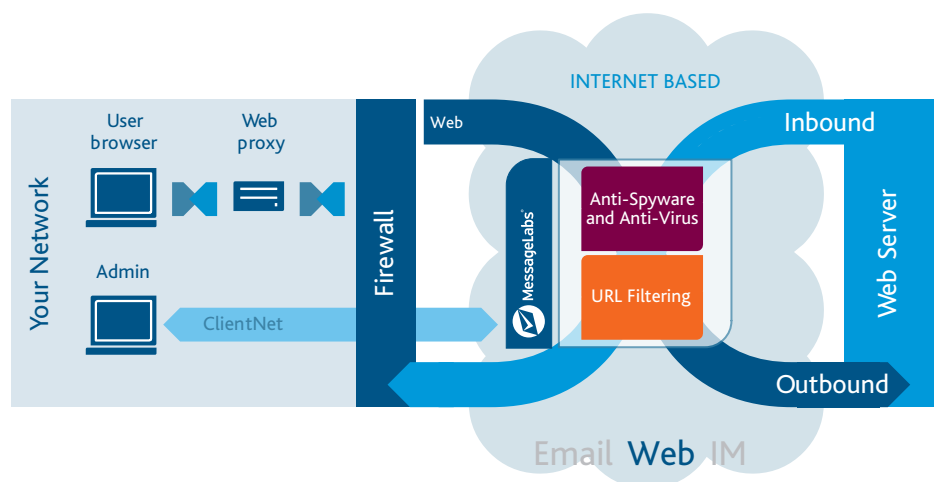
The World Wide Web has revolutionized business communications and commercial practice all over the globe. But alongside the many benefits and opportunities it offers, the web also represents a potentially serious source of risk that could damage your organization, your operations and your performance.

An increasingly targeted and sophisticated array of malicious software threats are using the web to gain access to corporate networks, with the aim of disrupting business communications or stealing intellectual property and other sensitive commercial information. Moreover, ensuring your employees use the Internet safely, productively and without endangering your organization fundamentally depends on their access to the web being controlled effectively and efficiently.

MessageLabs Web Security Services delivers a cost-effective solution to all your web security requirements. This fully managed service provides your network with non-stop protection from infection, continually monitors and controls employees' internet usage, and ensures that your business continuity is not compromised.

Crucially, MessageLabs Web Security Services operates at the Internet level, intercepting viruses, spyware and other web-borne threats before they get anywhere near your network.

## WEB PROTECTION AND CONTROL – THE MESSAGELABS SOLUTION



MessageLabs Web Security Services is based on the MessageLabs platform running MessageLabs own proprietary technology, whereas the first version of the service was based largely on partner technology.



### HOW THE SERVICE WORKS

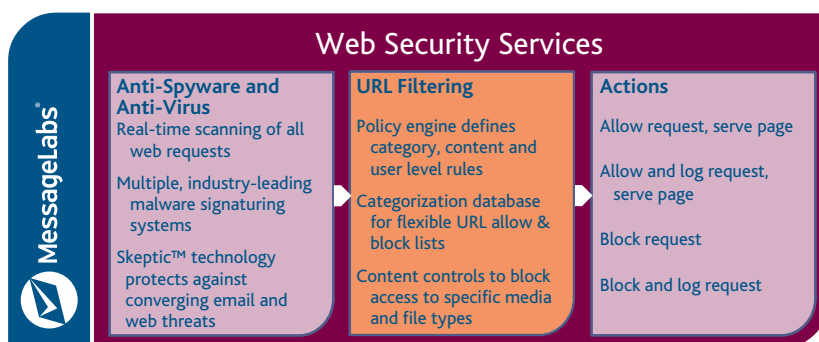
- Web traffic requests are routed through MessageLabs for checking against your acceptable use policy
- If no policy rule is triggered, the request passes through
- If a policy rule is triggered, the request is either logged and allowed to pass or access to the web page is denied.
- Web page requests are retrieved by MessageLabs and before delivery to your network the page is scanned for known and emerging web threats
- New and converged malware threats are identified by Skeptic™, while known threats are identified by multiple industry-leading malware signature engines
- When a threat is identified, access to the requested web page is denied
- If no threat is identified, the page is delivered to the user with no noticeable delay

With MessageLabs Web Security Services, to ensure the complete safety and integrity of your network, all web traffic requests pass through the MessageLabs platform. This is hosted in secure, high-performance data centers around the world. Traffic is monitored and balanced globally, delivering both speed and stability and ensuring that you experience no noticeable delay as you browse the internet.

Specifically, MessageLabs Web Security Services combines two core components:

**Multi-layer Protection** - Unrivalled threat protection is provided by state-of-the-art anti-spyware and anti-virus technologies that scan all web content for malicious software. MessageLabs own powerful predictive technology, Skeptic™, guards against new and converging threats which can target web users via other protocols such as email. Known threats are blocked by industry-leading third party technologies that are continually updated.

**URL Filtering** - To enforce acceptable use of the internet by your employees, all web requests are checked against a sophisticated categorization database. This ensures that your employees only gain access to appropriate content and do not visit sites that either are offensive or represent a security risk. The control system is highly configurable, enabling you to apply different filtering rules to specific individuals or user groups.



### SERVICE LEVEL AGREEMENTS

Web Security Services offer the following industry-leading Service Level Agreements (SLAs):

- Anti-Virus Protection - 100% protection against known viruses
- Latency - Average scanning time of 100% of web content is within 100 milliseconds
- Service Availability - 100% uptime
- Technical Support / Fault Response - guaranteed response times for critical, major, and minor calls

### NEXT STEPS

Contact a product specialist:  
APAC: +61 2 8208 7100  
info\_apac@messagelabs.com  
For other country offices and contact numbers, please visit:  
www.messagelabs.com.au/contact

### FEATURES AND BENEFITS OF THE WEB SECURITY SERVICES

Feature	Benefit
Multi-layered protection, providing defenses against known, new and converged malware threats	Underpins business continuity and maintains confidentiality of sensitive, business-critical data
Real-time scanning of requested web pages	Promotes employee productivity by enabling secure web browsing to continue with no noticeable delay
Intuitive policy-building capability, incorporating industry-standard method of stacking multiple rules	Allows rapid creation of an acceptable use policy governing Internet access at group or individual user level
Fully configurable web control, providing automatic enforcement of acceptable use policy	Ensures only appropriate web content is accessed and so improves employee productivity
Active directory information automatically synchronized with MessageLabs	Saves administrator time and resource by ensuring that group data is always up to date
Displays customizable messages when web access is blocked	Maintains quality of user experience
Dashboard, summary, detailed and scheduled reporting	Provides visibility, accountability and confidence in the service's effectiveness