



## Small and Medium Business Solutions

### Managed Security Service - The Best Protection in the Business

#### Why managed security services?

- No hardware, no software
- Leverage the knowledge and resources of a company that scans electronic communications as its core business
- Accurately predict the cost of your solution and lower your total cost of ownership
- Free your IT staff to focus on profit-driven concerns
- Be completely prepared for new, unidentified, or converged threats
- Easily scale your solution with business growth
- Focus your resources on growing your business

#### Analyst View

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The next generation of threats are not understood, not analyzed and the complexity cannot be handled internally. Remotely managed security solutions will help SMBs fill the gap between their understanding of the threat and the real dangers.

**SMBs must consider managed security service providers as natural partners for an accurate level of security.**

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Eric Damage, European Research Manager, Security Products & Solutions, IDC

#### Managed Services vs. Traditional Security Solutions

Decisions about how to protect your organization from email and web-borne threats can have wide-ranging effects on the future of your company. Should you purchase software and manage it yourself? Will an all-in-one appliance be enough protection? Or should you entrust your company's electronic communication with a managed services provider such as MessageLabs? There are no easy answers, but when it comes to small and medium-sized businesses with limited resources, we offer considerable advantages.

#### Conserve resources, with better results

Your IT staff has a lot to deal with, and most of your company's leaders would probably prefer to see them focused on profit-driven concerns—not on as-yet-theoretical security threats. But a communications breach could devastate your business—destroying your brand and obliterating anticipated profits.

In-house software and appliances require dedicated staff resources just to keep the solution updated and maintained—not to mention installing and configuring it. And when something goes wrong, costs mount as you call in outside consultants for trouble-shooting. But a MessageLabs service requires no on-site hardware or software, and our experienced staff is on hand 24 hours a day to manage your solution.

Even if your IT staff is comfortable managing an in-house security solution, there are limits to what they can do. New threat techniques can be virtually impossible to detect by traditional means. Converging threats are becoming commonplace—where, for example, viruses are written to hijack PCs that are then used to send out email scams, sending victims to malicious websites. It is no longer possible to view and deal with viruses, spam, spyware and phishing as totally separate threats.

At MessageLabs, we use best-of-breed third-party scanners to detect threats, and we also use Skeptic—our proprietary, self-learning scanner that can identify and stop even new or unknown threats immediately. Skeptic is at the heart of everything we do, scanning billions of emails, instant messages (IMs) and web requests every week. It “knows” the moment anything on the threat landscape changes, and can arm its defenses accordingly.

## MessageLabs Service Level Agreements

MessageLabs service level agreements guarantee your organization unequalled protection against the threats inherent in electronic communication:

- 100% service availability
- 100% protection against email-borne viruses and malware
- 95% spam capture rate, with a 0.0004% rate of false-positives
- Fault and support response time commitments on a per-client basis

## Analyst View

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**Malware writers are now using spam to lure users to malicious websites.**  
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“Email gives way to new virus distribution tactics,” by Tom Young, Computing, July 6, 2006

## MessageLabs Key Facts

More than 800 channel partners globally

More than 15,000 customers ranging from small business to Fortune 500, representing more than 6 million business end users across more than 80 countries.

The company's services are delivered across a global network of data centers spanning over four continents.

MessageLabs secures more than 2.5 billion email connections and 1 billion web requests each day

Global support includes 24x7 network monitoring and client support services to all customers  
With significant investments in R&D, MessageLabs has 12 patents in threat protection granted or pending

To speak with a product specialist call toll free:

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For specific country offices and contact numbers, visit the MessageLabs website

## Scaleable Security, Predictable Costs

When you host your own security solution in-house, you are responsible for making sure it can handle the amount of electronic communication going in and out of your network. But it's nearly impossible to consistently predict the wildly variable nature of email, IM and web traffic, so you'll find it quite difficult to accurately predict hardware requirements or costs.

With a MessageLabs service, you're not restricted by hardware or software—you just decide how many users you need to protect, and we do the rest. Our electronic communications scanning labs don't ever fail, and they're built for enormous amounts of traffic. As you focus on growing your business, we make it our business to grow along with you.

## Deal with the problem before it gets to your network

If you use a software or appliance solution, you are allowing junk or malware-laden messages and web traffic into your network just so you can deal with them. They come through the same channels as your software updates, in fact. They take up significant amounts of bandwidth, and probably represent a good chunk of rack space and processor power in your server room.

MessageLabs can make sure every email message, IM, or web request that makes it through to your network has already gone through our rigorous scanning processes. So problems stay where they belong—out there in the “cloud” that is the Internet, far from the valuable data and processes that make up your network.



|                    | Managed Service | Appliances | Software |
|--------------------|-----------------|------------|----------|
| Industry expertise | ✓               | ✗          | ✗        |
| Ease of use        | ✓               | ✗          | ✗        |
| Value for          | ✓               | ✗          | ✗        |

## Beyond Traditional Solutions

By now you probably have some kind of security system in place. But few businesses have the resources required to install, configure, and maintain security software or appliances so they really keep up with the pace of today's threats. As a managed service provider, we make it our business to protect yours—offering expertise, simplicity, convenience, and value that software and appliances alone simply cannot.

## Services You Can Count On

With MessageLabs as your partner, you don't need to be a security expert to keep your business safe. And you can rely on just one vendor for your entire messaging security solution. Receive enterprise-class solutions at an affordable per-user price—we offer the same services to Fortune 10 clients as we do to a 20-user mom-and-pop store. Our comprehensive range of managed solutions for small business was designed to accommodate the number of users you need to protect. It's never been easier or more cost effective to have the right security solution.

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