



## Solutions for Government and the Public Sector

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### What do our clients say?

"When we investigated the MessageLabs service, it was obvious that we'd found the best solution. It promised to be completely hassle-free. With tight budgets, the advantages of having known, predictable overheads are especially attractive"

IT Security Officer, North Tyneside Council

### What do the analysts say?

"MessageLabs provides excellent customer service ... [and] 24/7 support in eight different languages"

Frost & Sullivan (2006, Report BA15-74)

MessageLabs is placed in the Leader's Quadrant in Gartner's Magic Quadrant for Email Security Boundary (September 2006)

### What makes MessageLabs the market leader?

MessageLabs delivers enterprise-class solutions to over 15,000 organizations worldwide, including almost 1,000 clients in government and the public sector. With global infrastructure and local reach, we deal with new threats faster than any other service provider.

### MessageLabs provides affordable solutions that address the key electronic communications security issues confronting government and public sector organizations worldwide.

Covering email, web and instant messaging (IM), our solutions are rooted in our expert understanding of public service and regulatory drivers, and of your organization's specific needs. Operating around the clock and across the globe, we help you to:

- maintain public confidence and protect your reputation
- ensure the privacy and integrity of privileged information
- deliver efficiency in policy implementation and provision of citizens' services
- store sensitive and key documents conveniently and securely
- achieve the highest level of compliance with relevant regulations

### Risks, threats, issues

Email, web and IM are vital communications tools for most government and public sector organizations. But they can also lead to data security and major public systems being severely compromised, with serious budget implications. An ever more sophisticated, criminally motivated range of threats aim to use electronic communications to penetrate to the heart of your organization and undermine your operations. In the face of this danger, the preventive or remedial actions taken by public sector organizations are often not cost-effective and have only limited impact.

Viruses, spam, spyware and phishing are prime examples of the targeted and converging arsenal of weapons whose goal is to disrupt, slow down or even sever your critical electronic communications capabilities. Moreover, as well as the profound impact it can have on your efficiency and productivity, malware is increasingly being harnessed to access confidential or privileged data, from highly sensitive policy or financial information to personal details about individual citizens.

There is also a real risk that, deliberately or inadvertently, someone inside your organization could disclose restricted information to external parties via one of your electronic communications channels. This could irreparably damage the promise of trust between you and your partners, your suppliers and the public you serve.

Furthermore, severe legal penalties and disciplinary action can result from non-compliance with increasingly stringent regulations on electronic communications, covering data security, employee protection (harassment via email, for instance) and other issues. The US's recently amended Federal Rules of Civil Procedure on electronic discovery, the EU's Privacy and Electronic Communications Directive, the UK's Privacy and Electronic Communications Regulations and the Commonwealth Privacy Act are just some examples of the regulations which government and public sector organizations must now comply with.

## What exactly is the MessageLabs difference?

MessageLabs is... a one-stop shop enabling you to cost-effectively meet all your electronic communications security and control needs from a single source

MessageLabs is... the only major provider of fully managed, fully integrated email, web and IM security services that protect you against individual threats and convergence between them

MessageLabs is... recognized as a pioneer of internet-level security and multi-layered technology, including our proprietary predictive Skeptic™ technology

MessageLabs is... a proven provider of direct, round-the-clock technical support in an extensive range of languages, anywhere in the world

MessageLabs is... equipped with worldwide infrastructure, located in four continents and eight countries

MessageLabs offers... industry-leading Service Level Agreements, covering key criteria such as protection and detection performance, service availability and fault response

MessageLabs offers... a comprehensive suite of services that give government and public sector organizations an unrivalled level of certainty and confidence in their electronic communications

MessageLabs enables you... to promote trust, control costs and ensure the efficiency and accountability of your operations

To speak with one of our specialists in managed web, email and IM communications security for the Government and Public Sector, call toll free:

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APAC: +61 2 8208 7100

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## The MessageLabs solution

Our comprehensive suite of proactive, managed services enables government and public sector organizations to enjoy an unrivalled level of certainty and confidence in their electronic communications, helping them to promote trust and control costs. Simple to set up and easy to configure, our solutions make a measurable contribution to the efficiency and accountability of your operations, from the sharing and storing of information to the provisioning of secure, uninterrupted access to services.

- Ensure data security and confidentiality: MessageLabs solutions deliver effective defenses against spyware and other malicious web content from known and unknown sources, preventing the covert theft of information
- Protect the privacy of your communications: MessageLabs solutions enable you to securely encrypt all email and IM communications leaving and entering your organization, safeguarding all the data they contain
- Promote continuity of services and operations: MessageLabs solutions maintain your network's integrity against known and unknown email, web-borne and IM viruses and spam, minimizing downtime and disruption
- Maintain secure communications records: MessageLabs solutions provide easy-to-manage, fully encrypted archives that enable electronic communications to be securely stored and readily retrieved
- Boost efficiency and productivity: MessageLabs solutions reduce unwanted IT-related burdens on all your staff, enabling them to focus on developing and implementing initiatives that contribute directly to the public interest
- Ensure compliance and acceptable use: MessageLabs solutions help you to monitor and control all your email, web and IM communications, manage and protect your staff, and comply with all relevant regulations

Our services do not require large investments or in most cases the management of hardware appliances or software on your premises. Whatever your role in government or public service, wherever you are in the world, our managed solutions deliver:

- Mitigation of electronic communications-related risks and threats at a low, predictable overall cost
- Reduced load on your IT, PR, legal, customer service and other in-house resources
- Improved overall performance across your organization, benefiting the quality of the public services you provide

MessageLabs is registered under the US Safe Harbor Directory and has full ISO17799 (BS7799) accreditation, certifying that we operate a comprehensive set of controls that comprise best practise in information security. MessageLabs is also the first managed service to be awarded the UK Government's CSIA Claims Tested (CCT) Mark for Anti-Virus.

