

# EMAIL CONTENT CONTROL SERVICE

## THE MESSAGELABS DIFFERENCE

- Multi-layered content control service, providing administrators with industry-leading functionality
- Straightforward administrator interface and set-up, minimizing complexity and overhead
- Scanning of text within all components of email and within Microsoft® Office attachments
- Configurable notifications on a per rule basis for all action types
- Complements the MessageLabs multi-layered Email Image Control Service

## ANALYST VIEW

MessageLabs is positioned in the "Leader" quadrant in the Magic Quadrant for E-mail Security Boundary, 2006. Gartner defines "Leaders" as vendors that are performing well today, have a clear vision of market direction and are actively seeking competencies to sustain their leadership position in the market.

Gartner Magic Quadrant for E-mail Security Boundary, 2006 by Peter Firstbrook et al., September 25, 2006

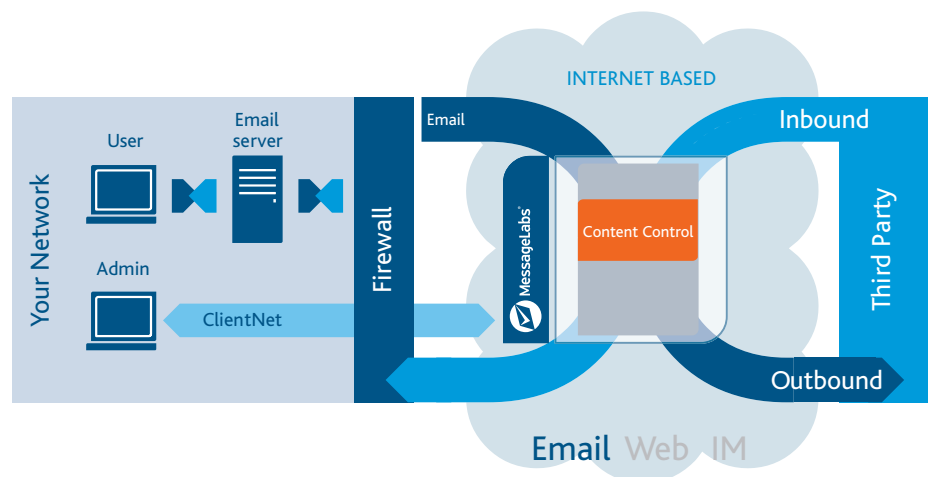
## ARE YOU CERTAIN ALL YOUR EMAIL COMMUNICATIONS ARE APPROPRIATE?

Email is increasingly vital for facilitating fast, effective corporate communications. But it is essential, too, that businesses manage the content of all messages entering and leaving their networks. Failure to do so can result in confidential information, offensive jokes, time-wasting messages and inappropriate language flowing into, out of or around your organization via your email communications, without your knowledge.

This inevitably can have serious implications in terms of damage to your brand, reputation and productivity, and even the unsolicited dissemination of valuable intellectual property and other sensitive data. Moreover, failure to comply with employee protection regulations in areas such as bullying and sexual harassment, which can be perpetrated via email, may lead to legal proceedings, fines and other penalties, and ultimately loss of customer confidence and business.

The MessageLabs Email Content Control Service enables you to address the whole issue of confidential, malicious or inappropriate email content sent or received by your organization. Easy to set up and maintain, this cost-effective, managed service proactively identifies and controls email content, thus protecting you from risk.

## OUR COMPREHENSIVE CONTENT CONTROL SOLUTION



Our solution harnesses a range of multi-layered technologies which determine whether or not each individual email may be allowed into or out of your organization. Completely configurable to your needs, it also enables you to establish and enforce an appropriate acceptable use policy that will help ensure your employees' utilization of email is consistent with the efficient and successful operation of your business.

The MessageLabs Email Content Control Service is deployed across our dynamic global platform to keep your organization's email clean and its integrity protected.

Providing an easy-to-use management interface, a wealth of functionality and non-stop availability, the service harnesses a range of technologies to enable email body, subject and header to be analyzed, as well as text within Microsoft® Office attachments (Word, Excel and PowerPoint files).



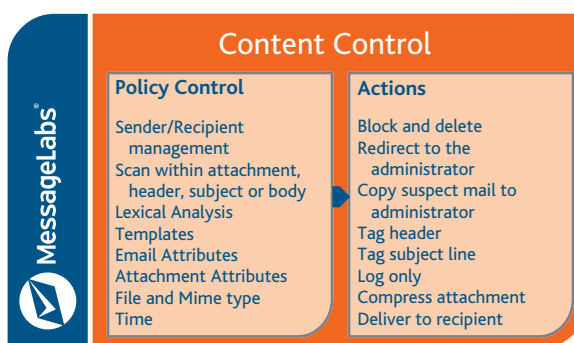
### HOW THE SERVICE WORKS

- MessageLabs clients point their Mail Exchange (MX) records to MessageLabs
- Inbound and outbound email is directed via MessageLabs, where it is scanned
- Administrators set up rules in keeping with their acceptable use policy, via the ClientNet interface
- Email which triggers a rule is subjected to a range of actions including: block/delete; redirect to administrator; copy to administrator; tag header; tag subject line; log only; compress attachment
- Email which does not trigger a rule passes through to its intended recipient in the normal way

Email messages and attachments can be scanned for predefined or user-defined keywords, phrases, URL lists or alphanumeric formulae (such as credit card, National Insurance or Social Security Numbers), all at the administrator's discretion.

Different rules can be applied to different users by defining email senders or recipients as individuals, members of a group, a set of domains or a single domain. Criteria and rules can be drawn from manageable lists in a range of formats (sets of email addresses, sets of domain names, sets of words and phrases, and so on).

Whenever an email triggers a rule, the end-user is provided with a range of helpful information and advice on the process to be followed. All notifications delivered to the end-user, for all action types, can be fully configured to suit the specific rules set up by the administrator.



### SERVICE LEVEL AGREEMENTS

The Email Content Control Service offers the following industry-leading Service Level Agreements (SLAs):

- Delivery - 100% email delivery guarantee
- Latency - Average roundtrip time of 100% of email delivered in less than 60 seconds
- Service Availability - 100% uptime
- Technical Support / Fault Response - guaranteed response times for critical, major, and minor calls

### FEATURES AND BENEFITS OF THE EMAIL CONTENT CONTROL SERVICE

Feature	Benefit
Multi-layered technologies designed to detect confidential or inappropriate text-based email content	Protects employees, aids enforcement of acceptable use policies, and safeguards regulatory compliance, corporate reputation and productivity
Comprehensive, highly flexible and intuitive rule-building processes	Enables your organization's specific email communication needs to be accommodated and so promotes business success
Scanning within email header subject and body, as well as Microsoft® Office attachments and compressed file types	Provides comprehensive protection across all email components, ensuring the appropriateness of all incoming and outgoing messages
Configurable notifications for each rule and each action type	Ensures your specific requirements can be met, consistent with your overall business objectives
Word list thresholds enabling administrators to determine how often keywords or phrases must occur before a rule is triggered	Allows rules to be configured and adjusted in line with local circumstances and changing requirements
Extended character list recognition, enabling recognition of keywords or phrases in non-Western characters	Enables emails to be scanned for inappropriate content regardless of their geographical, cultural or linguistic source
Dashboard, summary, detailed and scheduled reporting	Provides visibility, accountability and confidence in the service's effectiveness

### NEXT STEPS

Contact a product specialist:  
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