

# Symantec MessageLabs Email AntiSpam.cloud

## Analyst View

Symantec.cloud, formerly MessageLabs, is positioned in the “Leader” quadrant in the Magic Quadrant for E-mail Security Boundaries.

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 Boundaries, by Arabella Hallawell, Peter Firstbrook.

## The Symantec.cloud Difference

- Multi-layered spam defenses, ensuring long-term, always-on network protection
- Incorporates Skeptic™ technology, which has pioneered predictive detection since 1999.
- Over 99% spam capture rate with no more than 0.0003% false positives
- Comprehensive range of Service Level Agreements, covering antispam capture, false positives, service availability, fault response and

## How can you be certain your email is protected from spam?

Every day, organizations face potential communications, operations, and intellectual property disruption from spam and other email-borne threats. Without effective defences, these disruptions can create significant costs and losses.

Email threats have evolved, going beyond viruses and spam alone. Virus, spam and spyware writers are now taking advantage of each other’s methods. For example, in 2010, botnets (trojan virus infected computer networks) were responsible for around 77% of all spam emails.<sup>1</sup> Typically, more than 89% of email volume is spam. Spammers are getting more sophisticated, and spam blocking is becoming more complicated. Attackers are motivated by financial gain and seek to sell private information in what has become a well organized underground economy.

The Symantec MessageLabs Email AntiSpam.cloud service helps organizations combat these threats through advanced perimeter defenses and our proprietary Skeptic™ technologies. Operating at the Internet level with automatic and continuous updates, Email AntiSpam.cloud delivers protection against both established and emerging spam techniques ensuring long-term, always-on network protection.

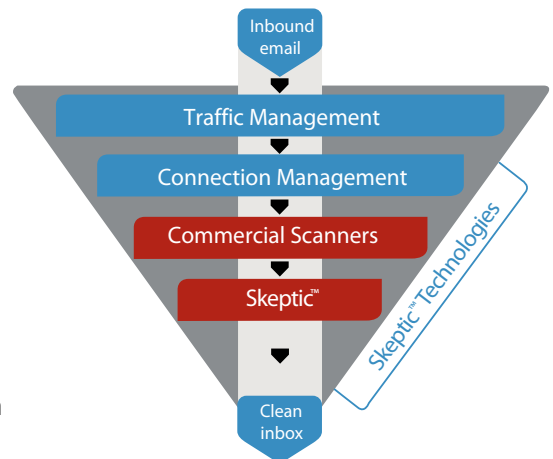
Additionally, our industry-leading Skeptic™ technologies include traffic management and connection management capabilities to safeguard bandwidth. Traffic management slows down spam at the TCP/IP layer, while connection management uses heuristics to block unsolicited email at the connection layer and prevent attacks at the user management layer.

## Spam Defenses – The Symantec.cloud Multi-Layered Solution

Traffic and connection management identify, slow and reject spam or suspected user attacks.

Multiple commercial filters detect and reject spam originating from known sources.

Skeptic™ predictive technology detects and rejects spam from unknown and new sources



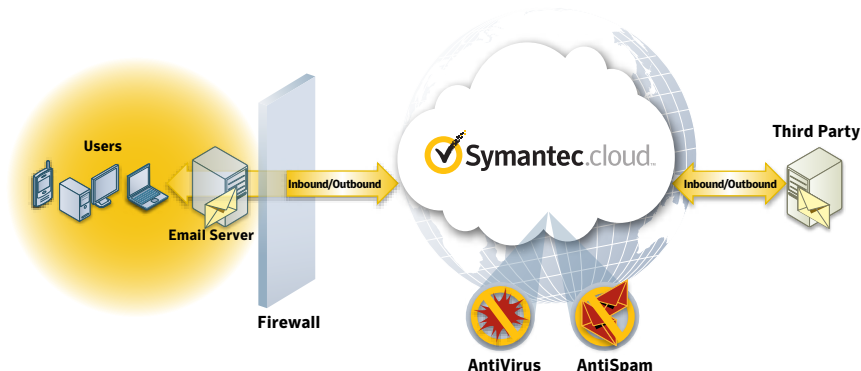
<sup>1</sup>Source: MessageLabs Intelligence: 2010 Annual Report. The Gartner Magic Quadrant is copyrighted September, 2008 by Gartner, Inc., and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner’s analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the “Leaders” quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

### How the Service Works

- Clients point their Mail Exchange (MX) records to Symantec.cloud
- Inbound and outbound email is directed via Symantec.cloud, where it is scanned
- Symantec.cloud innovative perimeter defenses detect and reject spam originating from known sources
- Symantec.cloud proprietary Skeptic™ technology proactively detects and rejects spam from unknown and new sources
- Email identified as spam is re-directed with multiple block and re-routing options
- Administrators and / or end users manage quarantine email and approved and blocked sender lists

### Service Level Agreements

- Spam Capture Rate - 99% capture rate (95% for emails containing Asian characters)
- Spam False Positives - 0.0003% false positive capture rate
- Delivery - 100% email delivery guarantee
- Latency - Average round-trip time of email delivery occurs in less than 60 seconds
- Service Availability - 100% uptime
- Technical Support / Fault Response - guaranteed response times for critical, major, and minor calls
- Money back remedies if the following service performance levels are not met: service availability, spam and virus false positives, email latency and virus capture rates for email passing through our service.



Skeptic™ learns from each message it sees, evolving and updating in real-time to actively protect against the latest spam techniques while providing near-perfect accuracy to virtually eliminate false positives.

With a global infrastructure of 15 data centers, spanning 5 continents and protecting clients in 102 countries; 6.4B emails per day are processed by Symantec.cloud. The intelligence gathered from this unique window on the world’s email traffic provides clients with unrivalled protection from emerging threats.

The service is also configurable offering clients a range of completely customizable handling options for messages identified as spam at the various layers of the service. Intuitive administrator and end-user spam quarantine tools provide for a flexible and productive antispam experience.

Features	Benefits
Total multi-layered protection from spam, with threats managed away from your network	Saves time and resources wasted dealing with unwanted email, and protects corporate bandwidth for web, VoIP and other critical systems
Proprietary Skeptic™ heuristics technologies	Delivers effective protection against established and emerging spam techniques
Range of best-of-breed third party commercial engines and techniques	Provides additional layers of hosted, automatically updated security
Fully configurable, with a range of actions for both administrators and end-users	Allows administrators to set and enforce or devolve flexible, customized policies suited to your organization’s specific needs
Multiple spam quarantine languages for end-users	Increases productivity and ease of use for global workforces
Exceptional Service Level Agreement package	Gives you reassurance and allows you to focus on business growth
Dashboard, summary, detailed and scheduled reporting	Provides visibility, accountability and confidence in the service’s effectiveness

### Next Steps

Contact a product specialist:  
US: (866) 460-0000  
info@messagelabs.com