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 defences, 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 email latency

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

Every day, organisations 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 2008, botnets (trojan virus infected computer networks) were responsible for around 90% of all spam emails.[1] Typically, more than 80% 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 organised underground economy.

The MessageLabs Email AntiSpam.cloud service helps organisations combat these threats through advanced perimeter defences and our proprietary Skeptic™ technologies. Operating at the Internet level with automatic and continuous updates, MessageLabs Email AntiSpam.cloud delivers protection against both established and emerging spam techniques ensuring long-term, always-on network protection.
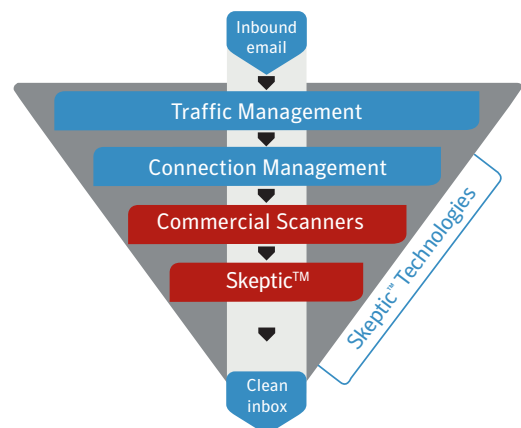
Additionally, our industry-leading Skeptic™ technology includes traffic management and connection management capabilities to safeguard bandwidth. Traffic management slows down spam at the TCP/IP layer, while connection management uses heuristics to block unsolicited email at the connection layer and prevent attacks at the user management layer.

Spam Defences – 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.

Symantec.cloud™

How the Service Works

- Symantec.cloud 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 defences 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 roundtrip 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

Next Steps

Contact a Xe2 product specialist:
UK: +44 (0)845 555 0000
enquiries@xe2.co.uk
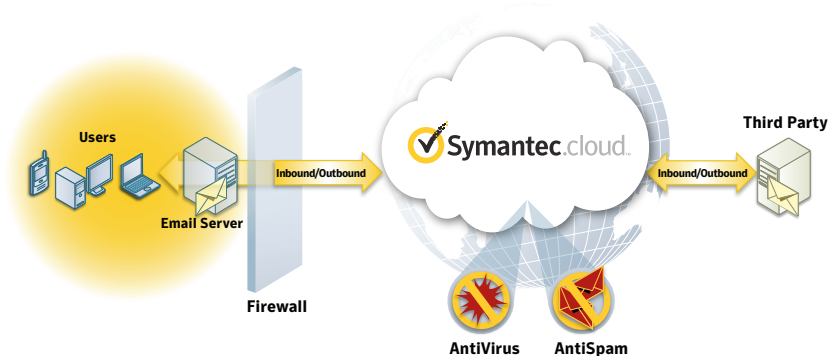
Skeptic™ learns from each message it sees, evolving and updating in real time to actively protect against the latest spam techniques while providing near-perfect accuracy to virtually eliminate false positives.

With a global infrastructure of 14 data centers spanning 4 continents and protecting clients in 99 countries, 6.4B emails per day are processed by Symantec.cloud. The intelligence gathered from this unique window into the world's email traffic provides clients with unrivalled protection from emerging threats.

The service is also configurable, offering clients a range of completely customisable 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, customised policies suited to your organisation'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

xe2 keep working at 100%