# Symantec MessageLabs Email AntiVirus.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

- 100% protection against both known and unknown viruses
- Incorporates Skeptic™ technology, which has pioneered predictive detection since 1999
- Offers a comprehensive range of Service Level Agreements, covering antivirus, service availability, fault response and email latency
- Unique 'Link following' feature (scanning of URLs within emails for potential links to malware), providing an additional layer of protection for your business

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

Every day, organizations face potential communication, operational and intellectual property disruption from email-borne threats, such as viruses, trojans, spyware, and phishing. Without effective defenses, 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, spam sent from botnets (trojan virus infected computer networks) were responsible for around 77% of all spam emails. Nearly one in 284 emails today contains malware.* Some attacks are so targeted that they never appear on the antivirus industry radar and are not properly identified or stopped by standard signature-based antivirus scanners.

The Symantec MessageLabs Email AntiVirus.cloud service provides protection for your business from email-borne threats and offers a service level agreement for 100% protection from known and unknown viruses. Because it is a cloud-based service, updates are continuous and automatic, there's no software to manage, and costs are predictable.
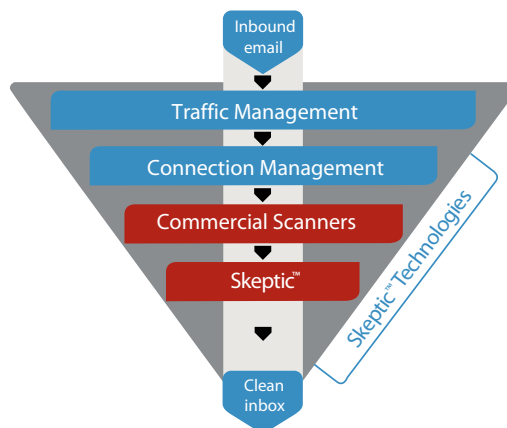
Our architecture combines multiple third party scanning engines with proprietary Skeptic™ technologies for superior protection. Traffic management slows down bad traffic at the TCP/IP layer, while connection management uses heuristics to block unwanted email at the connection layer and prevents attacks at the user layer. In addition, threat intelligence from our Web Security and IM Security services allow us to detect and protect against converged threats that span multiple protocols. The result is regained bandwidth, increased threat protection and a cleaner connection.

## Virus 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.

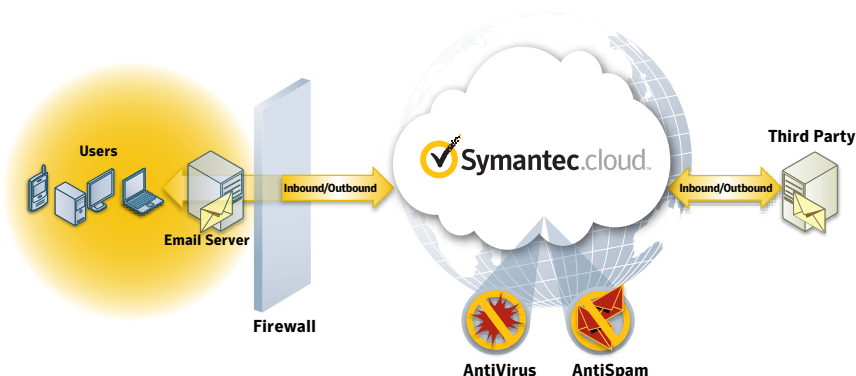Skeptic™ predictive technology detects and rejects spam from unknown and new sources

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## 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
- Email containing a virus is blocked and quarantined for 30 days, and the recipient is notified
- 'Link following' checks all Web pages referenced within an email for viruses and other threats; email is blocked if malware is found on those websites
- If a suspicious link is confirmed as viral, a signature is created and further emails containing that link are treated as being infected with a virus; any email containing a confirmed viral link is quarantined.

## Service Level Agreements

- AntiVirus Protection - 100% protection against known and unknown viruses
- Virus False Positives - 0.0001% 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

## Next Steps

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



Operating at the Internet level, the service combines multiple leading commercial scanners with our own proprietary Skeptic™ predictive technology, which provides protection against emerging threats before they compromise your network.

6.4 billion emails per day are processed by Symantec.cloud, and the intelligence gathered from this window on the world's email traffic provides clients with enhanced protection from emerging threats. Through its 'link following' capability, the Email AntiVirus.cloud service also offers you protection against positively-identified viral URL links contained within emails.

Continuous, automatic updates are performed across our network via the service's global database replication architecture. The result is comprehensive zero-hour protection, long before traditional antivirus signatures are available.

Backed by a comprehensive Service Level Agreement, Symantec.cloud provides money back remedies if service performance levels are not met. Maintained around the clock in a global infrastructure, Email AntiVirus.cloud delivers a secure, flexible and reliable hosted solution.

| 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 new and unidentified virus threats |
| 'Link following' technology checks every URL within emails for threats | Provides comprehensive protection against converging threats & techniques |
| Fully configurable, with a range of actions for identified threats | Allows administrators to set and enforce or devolve flexible, customized policies suited to your organization's specific needs |
| 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 with detailed reports on virus volume and prevented attacks |

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