IBM

IBM Data Security Services for messaging security – Express managed e-mail security

- *Delivers e-mail scanning that helps protect businesses against the downtime and damage caused by viruses*

- *Provides an affordable, predictable solution, while helping reduce IT complexity*

- *Easy to install and use, requiring no hardware or software to be installed on location*

- *Quarantines spam outside of the network, alleviating bandwidth and storage issues*

- *Removes unacceptable images and content according to e-mail policies*

- *Helps protect intellectual property and confidential information*

Reducing e-mail security risks

In today's connected world, e-mail is undeniably a critical business tool. However, behind the convenience looms a real security threat. E-mail can carry viruses, spam, inappropriate images and other damaging content that can seriously compromise a business' ability to function – impacting employee productivity and potentially putting the entire organization at risk.

With these issues in mind, IBM has developed Express managed e-mail security to help mitigate the risks inherent in e-mail communications. The solution is comprised of a comprehensive suite of services that scan and monitor Internet e-mail before it reaches the network, helping to keep company e-mail free from harmful or damaging content.

The solution offers four modular options that intercept and dispose of e-mails containing viruses, spam, inappropriate images and other undesired content. Powered by MessageLabs, a global leader in managed e-mail security services for businesses, this IBM managed service is designed to offer better protection and faster response to emerging threats than can be achieved in-house – all at a much lower cost.

Creating the first line of defense

Express managed e-mail security services is one of the IBM Express Advantage™ portfolio solutions, designed specifically to help growing organizations meet the challenges of doing business in an on demand world. This service is founded on the most advanced technology available and delivered over a robust, security-rich and resilient global infrastructure that acts as a first line of defense by scanning e-mail and helping eliminate threats outside the network.

The team of expert IBM engineers and support personnel actively manages e-mail security, 24x7x365.

Furthermore, the added security provided by this service helps reduce the opportunity for hackers to attack a company's infrastructure. Should an organization's e-mail servers go down, the incoming messages will be delivered when service is restored.

Express managed e-mail security is designed to:

- *Give e-mail users a cleaner inbox without viruses, spam or other unwanted content*
- *Quarantine e-mail threats away from the network*
- *Provide a low total cost of ownership (TCO) and predictable costs based on the number of e-mail users in a company*
- *Require no additional hardware, software, IT staff or complex maintenance efforts*
- *Be simple to install, setup and administer*
- *Provide true worldwide 24x7x365 service and support with threat monitoring and response*
- *Deliver real-time protection at the time of a virus outbreak*
- *Boost end-user productivity*
- *Grow as an organization's needs expand*
- *Combat dynamic and evolving threats with continuous updates using artificial intelligence and self-learning engines*
- *Work with virtually any type of e-mail system*

Helping manage IT cost and complexity

Available through a local IBM Business Partner, Express managed e-mail security is very competitively priced. Because there is no hardware or software to buy and set up, companies avoid up front capital expense and have the specific e-mail security options organizations need implemented in no time. Options for security components include anti-virus, anti-spam, image control and content control.

The service features subscription pricing on a per-user basis, so companies only pay for the options they select – and every investment also includes IBM Help Desk support. Should business needs grow, additional resources can be quickly applied.

In addition, since ongoing services are provided by IBM – a stable and trusted provider – organizations can focus their resources on core business priorities while limiting business risk.

Helping eliminate viruses and malicious code

With the economic impact from viruses stretching into the billions for a single year, almost every company has been affected. Viruses that are not stopped can result in destruction to data files, business applications that no longer function and compromised confidential information.

The anti-virus service option harnesses multiple virus scanners as well as Skeptic, MessageLabs' patented predictive technology, to help detect and stop viruses entering and leaving an organization. The service is designed to identify new viruses – both known and unknown – without any need for signature updates, even during critical "zero hour" outbreaks. If a virus is detected, the e-mail in which it is contained is automatically stopped and held in quarantine for 30 days. The sender and administrator receive prompt notification, allowing appropriate action to be taken.

Unlike the average anti-virus software installed on desktop computers, the IBM anti-virus option cleans e-mails of viruses before they reach the network, helping protect the IT infrastructure and employees against downtime caused by virus infections, and helping eliminate the further spread of a virus to a customer or partner via e-mail.

Helping reduce spam

Spam currently constitutes between 60 and 90 percent of all e-mail sent.[1] Dealing with spam can severely impact employee productivity, while increasing storage requirements and stress on the network.

The Express managed e-mail security anti-spam service option combines MessageLabs Skeptic predictive technology with Symantec Brightmail's signature technology, as well as fully customizable sender lists, to stop spam with a high degree of accuracy, before it reaches the recipient. The service allows organizations to specify how intercepted spam should be handled, so staff can focus on other tasks. Moreover, spam is quarantined outside the network, alleviating bandwidth issues and significantly reducing the demands made on valuable storage space.

Helping filter unwanted images
In recent years, many companies have battled sexual harassment claims stemming from employee misuse and abuse of company e-mail systems. The image control option provided in the Express managed e-mail security solution can protect users and company image by detecting and blocking unacceptable images and content according to e-mail acceptable usage policies.

This image control solution combines multiple techniques, including groundbreaking image composition analysis, to detect and control inappropriate images. The Express managed e-mail security allows for different sensitivity settings and routing options depending on company policies, and can identify images entering and leaving the organization. E-mails containing suspect images can be tagged, sent or copied to a nominated system administrator, or deleted.

Choose the e-mail security options that are right for the business

Option	Feature	Benefit
Anti-virus	• Helps clean e-mail before it reaches the network • Helps protect organizations from unknown viruses and "zero hour" virus and worm outbreaks • Needs no signature updates, hardware or software	Helps protect the IT infrastructure and data. Boosts employee productivity while reducing help desk and IT staff remediation efforts for end users and systems
Anti-spam	• Combines signature-based and heuristic technology to stop nearly all spam • Helps quarantine spam outside the network • Allows companies to define both acceptable and unacceptable e-mail sources	Helps protect the network bandwidth and e-mail infrastructure, storage and archiving by reducing e-mail volume for end users
Image control	• Uses multiple techniques, including groundbreaking image composition analysis, to detect pornographic images • Provides sensitivity settings and routing options based on company policies	Helps protect the network bandwidth and e-mail infrastructure, storage and archiving by reducing e-mail volume for end users
Content control	• Allows businesses to identify and control confidential, malicious or inappropriate content • Helps comply with federal regulations • Helps organizations enforce e-mail security policies	Helps protect against loss of intellectual property, disclosure of confidential information, defamation of company name and potential legal action

Helping control content

If company confidential information is not protected, organizations could be in violation of key compliance laws, such as Sarbanes-Oxley and Gramm-Leach-Bliley. The content control option of the Express managed e-mail security solution helps protect against loss of intellectual property, disclosure of confidential information, defamation of a company's name and potential legal action.

Applying a combination of advanced technology and configurable usage rules, the service incorporates e-mail text scanning, word analysis and attachment controls, enabling businesses to identify and control confidential, malicious or inappropriate content sent or received by the organization. The service can help manage the flow of information to meet the growing need to comply with federal regulations, as well as offer protection against the loss of hard-earned brand equity. It can also play a key role in enforcing the company's e-mail security policy.

About IBM Internet Security Systems

IBM Internet Security Systems™ (ISS) is the trusted security expert to global enterprises and world governments, providing products and services that protect against Internet threats. An established world leader in security since 1994, IBM ISS delivers proven cost efficiencies and reduces regulatory and business risk across the enterprise. IBM ISS products and services are based on the proactive security intelligence conducted by the X-Force research and development team – a world authority in vulnerability and threat research.

For more information

To learn about the Express managed multi-function security bundle, please contact your IBM Business Partner, IBM sales representative or visit:

ibm.com/businesscenter/smb/us/en/security

1 MessageLabs intelligence

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