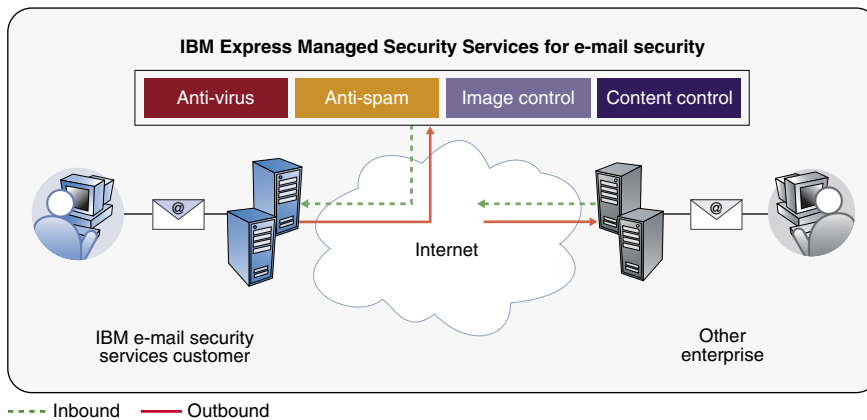


## IBM Express Managed Security Services for e-mail security



### Highlights

- **Acts as a critical line of defense by scanning e-mail and helping eliminate threats outside your network**
- **Offers competitive, predictable pricing while helping reduce IT complexity**
- **Helps protect your business against the downtime and damage caused by viruses**
- **Quarantines spam outside your network, alleviating bandwidth and storage issues**
- **Removes unacceptable images and content according to your e-mail policies**
- **Helps protect intellectual property and confidential information**

### Reducing your e-mail security risks

In today's connected world, e-mail is undeniably a critical business tool. But behind the convenience looms a real threat to the security of your business, be it small or large. E-mail can carry viruses, spam, pornographic material and other harmful content that can seriously compromise your business's ability to function—impacting employee productivity and, at worst, putting your entire organization at risk.

Help is at hand. IBM Express Managed Security Services for e-mail security can help you mitigate the risks inherent in e-mail communications, through a comprehensive suite of

services that scan and monitor your Internet e-mail before it ever reaches your network—giving you confidence that your company's e-mail is free from harmful or damaging content.

Choose from four modular options that intercept and dispose of e-mails containing viruses, spam, pornography and other undesired content. This IBM managed service is designed to offer better protection and faster response to emerging threats than can be achieved in-house—at a much lower cost.

### Creating your first line of defense

One of the IBM Express Portfolio™ of solutions designed specifically to help medium-sized businesses meet the challenges of doing business in an on demand world, IBM e-mail security services are founded on the most advanced technology available and delivered over a robust, security-rich and resilient global infrastructure. This infrastructure acts as your first line of defense by scanning e-mail and helping to eliminate threats outside your network, and without the need for any extra software, hardware or staff.

Our team of expert engineers and support personnel actively manages your e-mail security, 24x7. The additional level of security provided by the service helps reduce the opportunity for hackers to attack your corporate infrastructure. And should your corporate e-mail servers go down, e-mail continuity is provided, and your incoming messages will be delivered when service is restored.

IBM Express Managed Security Services for e-mail security is designed to:

- *Give your e-mail users a clean inbox without viruses, spam or other unwanted content*
- *Stop and store e-mail threats away from your network*
- *Deliver a low total cost of ownership (TCO) and predictable costs based on the number of e-mail users in your company*
- *Require no additional hardware, software, IT staff or updates*
- *Help you manage cash flow and reallocate cash to invest in core areas of your business*
- *Feature easy, location-independent setup and administration*
- *Provide worldwide 24x7 service and support with threat monitoring and response*
- *Deliver realtime protection at time of virus outbreak*

- *Offer additional e-mail management services, such as e-mail continuity, disaster recovery, and e-mail attack and directory harvest protection*
- *Let you tap into future e-mail security services easily and rapidly*
- *Boost end-user productivity*
- *Grow as your needs grow*
- *Give you access to skills and new technology without the need to hire and train additional employees*
- *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 you manage IT cost and complexity**

An IBM Express Managed Service available through your local IBM Business Partner, e-mail security services is very competitively priced. Because there's no infrastructure to buy and set up, you'll avoid upfront capital expense and have the e-mail security options you choose implemented in no time. The service features subscription pricing on a per-user basis, and you pay only for the options you select. Should your needs grow, additional resources can be applied within 24 hours. And since ongoing services are provided by IBM, you'll be able to focus your resources on core business priorities while limiting your business risk.

By putting your e-mail security in the hands of IBM, you'll gain a feeling of confidence that comes with choosing a stable and trusted provider to help you optimize your IT environment. IBM e-mail security services includes IBM Help Desk services, plus access to the IBM incident response team.

What's more, you have the flexibility to choose the security components that work best for your company. Options include anti-virus, anti-spam, image control and content control.

#### **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 predictive technology, to help detect and stop viruses entering and leaving your 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 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 anti-virus software you may have installed on your desktop computers, the anti-virus option cleans your e-mail of viruses *before* it reaches your network, helping protect your infrastructure and employees against the downtime caused by virus infections, and helping eliminate the further spread to a customer or partner via e-mail.

### **Helping reduce spam**

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

The anti-spam service option combines predictive technology with Symantec Brightmail's signature technology, as well as your fully customizable sender lists, to stop nearly all spam—known and unknown—with a very high degree of accuracy. Spam is identified and rerouted before it ever reaches you. The service allows you to specify how intercepted spam should be handled—so your human resources can focus on

other tasks. Plus, spam is quarantined outside your network, alleviating bandwidth issues and significantly reducing the demands made on your valuable storage space.

### **Helping filter unwanted images**

In recent years, many companies have battled sexual harassment claims stemming from employee misuse and abuse of corporate e-mail systems. The image control option can protect users and your company image by detecting unacceptable images and content according to your e-mail acceptable usage policies.

This image control solution combines multiple techniques—including groundbreaking image composition analysis—to detect and control pornographic images. The service allows for different sensitivity settings and routing options depending on your policies, and can identify pornographic images entering and leaving your organization. E-mails containing suspect images can either be tagged, sent or copied to a nominated system administrator, or deleted.

### **Helping control content**

If your company's confidential information is not protected, you could be in violation of key compliance laws, such as Sarbanes-Oxley and Gramm-Leach-Bliley. The content control option helps protect your company against loss of intellectual property, disclosure of confidential information, defamation of your company 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 you to identify and control confidential, malicious or inappropriate content sent or received by your organization. The service can help you manage the flow of information to meet the growing need to comply with federal regulations, as well as offering protection against the loss of hard-earned brand equity. It can also play a key role in enforcing your corporate e-mail security policy.

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

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<i>Option</i>	<i>Feature</i>	<i>Benefit</i>
Anti-virus	<ul style="list-style-type: none"><li>• Helps clean your e-mail before it reaches your network</li><li>• Helps protect you from unknown viruses and “zero hour” virus and worm outbreaks</li><li>• Needs no signature updates, hardware or software</li></ul>	Helps protect your infrastructure and data and boosts employee productivity while reducing help desk and IT staff remediation efforts for your end users and systems
Anti-spam	<ul style="list-style-type: none"><li>• Combines signature-based and heuristic technology to stop nearly all spam</li><li>• Helps quarantine spam outside your network</li><li>• Allows you to define both acceptable and unacceptable e-mail sources</li></ul>	Helps protect your network bandwidth and e-mail infrastructure, storage and archiving by reducing e-mail volume for your end users
Image control	<ul style="list-style-type: none"><li>• Uses multiple techniques, including groundbreaking image composition analysis, to detect pornographic images</li><li>• Provides sensitivity settings and routing options based on your policies</li></ul>	Helps protect users and your company image by detecting unacceptable images according to your acceptable usage policies
Content control	<ul style="list-style-type: none"><li>• Allows you to identify and control confidential, malicious or inappropriate content</li><li>• Helps meet the need to comply with federal regulations</li><li>• Helps you enforce your corporate e-mail security policies</li></ul>	Helps protect against loss of intellectual property, disclosure of confidential information, defamation of company name, and potential legal action

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05-05  
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