

# Symantec Complete Email Safeguard.cloud

## Analyst view

“Organisations should consider using [e-mail archiving] service providers to help them quickly implement interim or permanent solutions without heavy upfront investments in technology or internal expertise. Consider using a service provider for not just archiving, but also for email continuity, virus protection and spam filtering.”

*Outsourcing E-Mail Archiving:  
2Q09 Update Adam W. Couture,  
Gartner, 27 April 2009*

## The Symantec.cloud Difference

- Advanced multi-layered security using proprietary and patented technology from the market leader<sup>1</sup> in hosted messaging security
- Integrated management console for Archiving and Continuity
- Offers quick setup & implementation
- Hosted infrastructure scales to meet your needs
- Service Level Agreements for high levels of service availability, accuracy, and effectiveness. A money-back remedy is provided if SLA targets are not met
- Access to advanced threat intelligence and extensive security expertise through the Symantec Global Intelligence Network
- 24x7 support delivered by Service specialists is included with your subscription

<sup>1</sup>Burke, Brian. IDC Market Analysis, “Worldwide Messaging Security 2009 – 2013 Forecast Update and 2008 Vendor Shares: Is Virtual a Reality?” July 2009, IDC #219270

## Is poor email management putting your business at risk?

Email is a critical tool in the modern business environment. Symantec Intelligence estimates that more than 150bn emails are sent each day and increasing at a dramatic rate. Some estimate that email traffic will increase by 68% from 2008 to 2012.\*

For IT teams, the volume of email alone poses a significant management challenge. But, due to its prevalence as a means of conducting business, email presents additional management challenges and poses potential liabilities to the company that need to be managed:

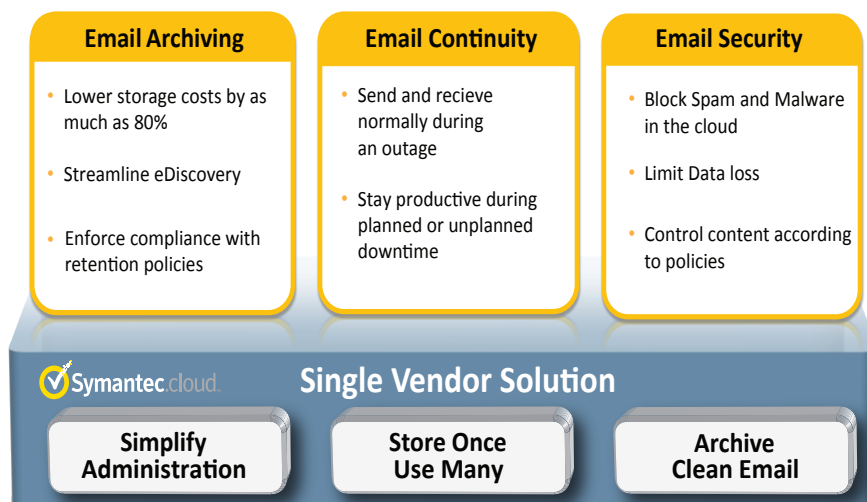
- **Regulation:** Retention to achieve compliance
- **Discovery:** Email is now a ‘discoverable form’ of evidence
- **Data protection:** Protecting sensitive & confidential information
- **Threats:** Defending against increasingly sophisticated attacks
- **Storage:** Managing exponential volume growth

These requirements make email management resource intensive and expensive. Yet, failure to protect and manage your email systems effectively can result in poor performance or downtime that can negatively impact your businesses productivity and revenue.

*\*Michael D. Osterman, Osterman Research, June 2008*

## Comprehensive Email Management & Security delivered in the Cloud

Complete Email Safeguard.cloud, a Symantec.cloud offering, helps customers to secure and manage vital information delivered via email. By deploying our hosted services, companies can reduce risk exposure, control costs, and simplify administration across the broad ecosystem of technologies that surround the mail server.



### How the Service Works

- You change your MX records so that all email traffic coming from or going to your network passes through the Symantec.cloud infrastructure
- Integrated with Microsoft Exchange and Active Directory without the need for onsite hardware or mandatory software
- As email is sent and received within the primary email system, a copy of each message (including internal email) is compressed and encrypted for transmission to the data centre
- In our data centres, traffic is also scanned for malware and a client's individual policies are applied. If it is neither deemed to be malicious nor fails a policy it is allowed to pass.
- Summary, detailed and scheduled reports on how the service is performing are obtained via our online portal, ClientNet

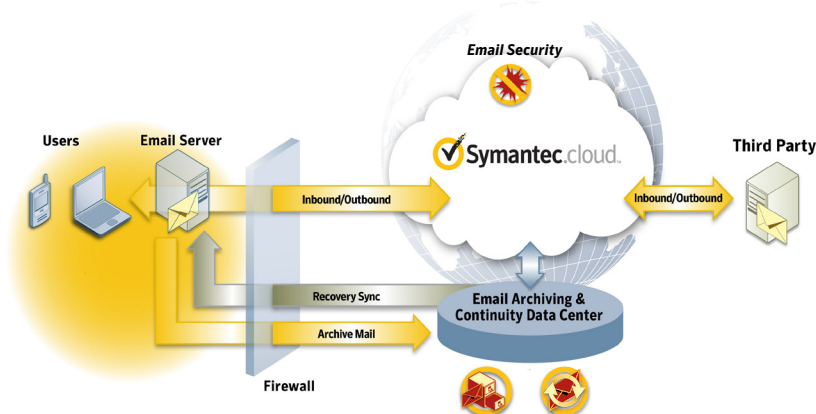
### Symantec.cloud Safeguard Bundles

- **Security Safeguard.cloud**  
Email antivirus, antispam, content control and image control. Web antivirus, anti spyware and URL filtering. Instant messaging security and control
- **Email and Web Safeguard.cloud**  
Email antivirus, antispam, content control and image control. Web antivirus, anti spyware and URL filtering
- **Email Safeguard.cloud**  
Email antivirus, antispam, content control and image control

### Next Steps

Contact a product specialist:  
US: 866 460 0000  
[www.symanteccloud.com](http://www.symanteccloud.com)

With Complete Email Safeguard.cloud, companies can lower storage, bandwidth, and maintenance costs, streamline eDiscovery, enforce policies for email retention and acceptable use, reduce data loss, stay productive during email outages, and block unwanted spam and viruses before they reach the network. Predictable pay-as-you go subscriptions with complimentary 24/7 support replace costly upfront capital expenditures. And the need to deploy on-site hardware and software is dramatically reduced.



### Gain the upper hand on the challenges of email management

**Lower TCO and Simplified Administration** - Our hosted service can be set up quickly and does not require dedicated IT staffing. The cloud-based delivery model allows you to remove the need for on-site hardware and mandatory software, has low deployment costs and predictable operating costs allowing for effective budgeting. Simplify management and consolidate vendor relationships by sourcing your email management and security needs through a single provider.

**Reduce Risk** - Complete Email Safeguard.cloud can help protect your businesses from the liabilities posed by email. With it, you can automatically enforce email retention and acceptable use policies. Use the continuity capabilities to help keep employees productive and preserve email sent and received during an outage. In addition, you can help protect your business from malware and other threats that can be introduced via email and lower bandwidth usage by scanning messages in the cloud before they ever enter your network.

**Use with Confidence** - Complete Email Safeguard.cloud services are backed by strong service level agreements to provide you with highly available, effective, accurate service. 24x7 support is delivered by hosted services specialists and included with your subscription.

Features	Benefits
Email Archiving & Complete eDiscovery	Helps your company address the challenges of email storage management, eDiscovery, and regulatory compliance. Unlimited email retention or retain as per your company policies
Email Continuity	Automatic Continuity failover delivering virtually uninterrupted access to email in the event of a mail server outage. Support for BlackBerry devices is available as an optional extra feature
Email Security & Policy Management	Provides advanced protection against viruses and spam, enforces Acceptable Use Policies, and controls sensitive information without requiring on-site hardware or software