



MessageLabs

SYMANTEC HOSTED SERVICES

™

Meet market demand for Hosted Web Security before your Competition

March 2010

Symantec Hosted Services Presenters:

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Agenda

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- Introductions & housekeeping
- Who is Symantec Hosted Services & what do we do?
- Why Software-as-a-Service?
- Market demand & customer drivers for web security
- MessageLabs Hosted Web Security
- How to:
 - Uncover a Hosted Web opportunity
 - Handle common objections
- Resources and next steps

Our approach to hosted services...

Symantec provides
the security heritage,
commitment &
resources

MessageLabs, as the
security as a service
pioneer, brings the
global SaaS platform,
support & expertise

Symantec is committed to SaaS – has now
established a new brand on a par with Norton,
Symantec Hosted Services to support the
evolution of SaaS

Who is Symantec Hosted Services

What do we do?

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- Currently 21,000 clients with 8.6 million users in 99 countries
- Processing around **3.8 billion email connections** per day
- Controlling access to **1.1 billion web connections** daily
- Incorporating **14 data centres** spanning four continents

Why Software-as-a-Service?

- Stop malware before the network
- No need to manage hardware or software
- Low, predictable costs through operational expense
- Quick and easy setup with the full support of MessageLabs

Engineers team

- Pricing is per user per month
- Easy to add or remove users
- Simplified management – no software or appliances to deploy, or upgrade, and new features are added continuously

Why MessageLabs Hosted Web Security?

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Unmatched Service Level Agreements

- **Web Anti-Virus**
 - 100% protection against known Web viruses
- **Web Service Availability**
 - 100% service uptime
- **Web Latency**
 - Average scanning of Web content within 100 milliseconds
- **Technical Support**
 - Response times for critical, major and minor calls

Customer Drivers for Web Security

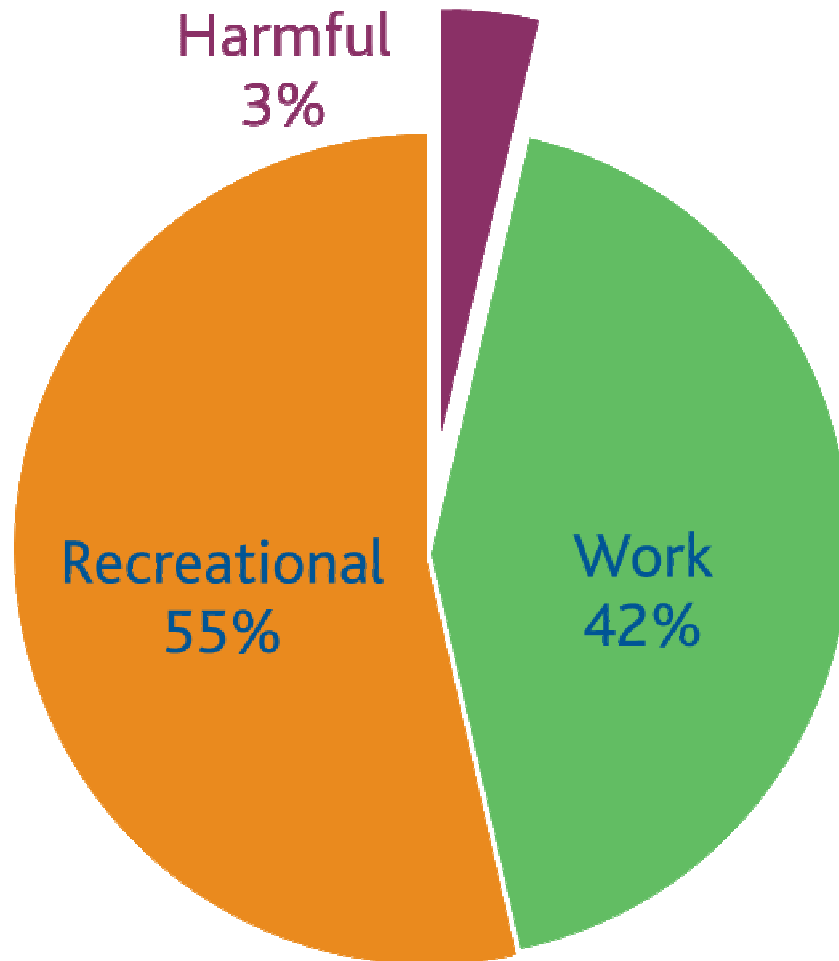
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Companies today encounter a challenge around allowing users business and reasonable personal web access while making sure that they are protected against the common threats:

- Productivity
- Offensive Materials
- Abuse of resources
- Malware

Driver 1: Productivity



- 58% of browsing is not work related
- 35% of users spend an hour each day on recreational surfing
- One in seven users accesses harmful sites (e.g. illegal sites, hate, adult)

To Facebook or Not To Facebook?

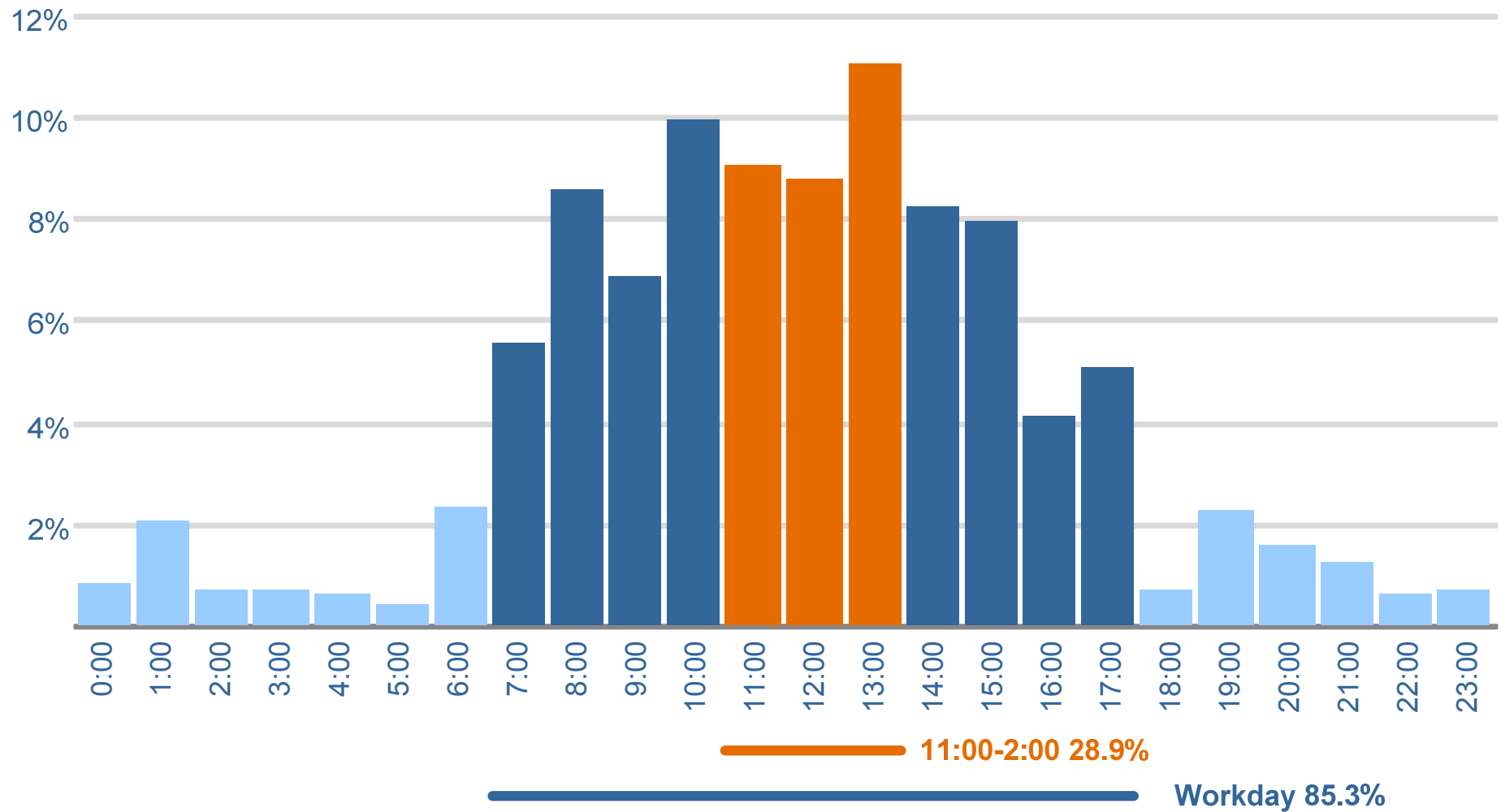
- In the past, companies had a “trust” relationship with employees, with a relatively open policy.
- As Facebook became more popular with younger users, many companies sought to block it for security and productivity reasons.
- Now many companies use Facebook as a promotional and advertising platform, and HR uses it to research applicants.

But the security and productivity issues haven't gone away

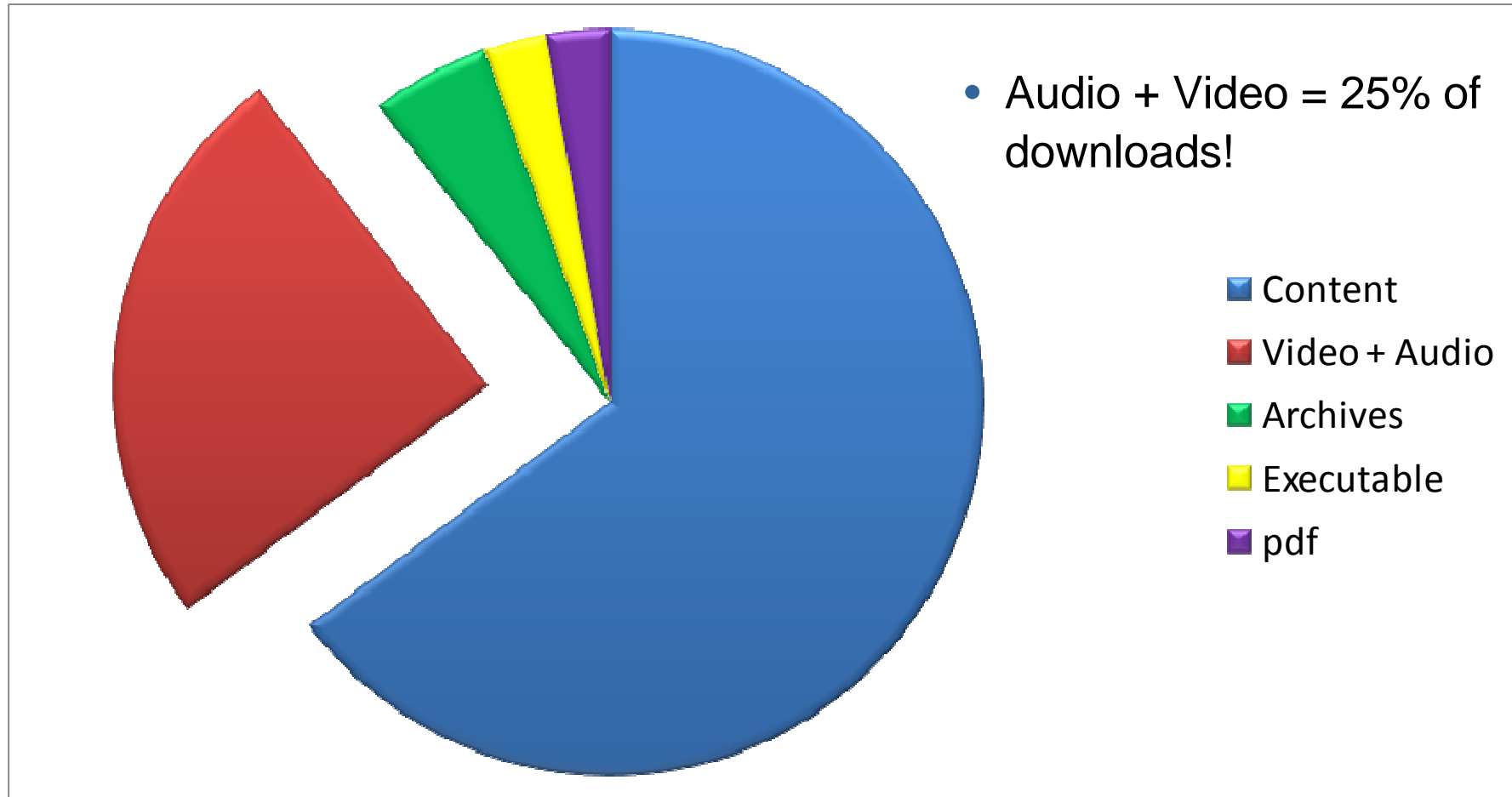
Driver 2: Adult/Offensive Material

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Driver 3: Abuse of Resources



Driver 4: Malware

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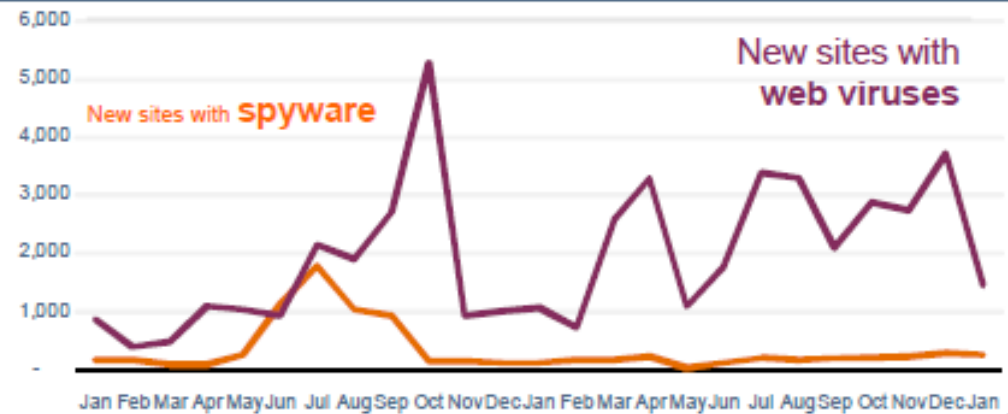
Web Security Services (Version 2.0) Activity:

New Malware Sites per Day

New sites with spyware 282/day

New sites with web viruses 1,478/day

Total 1,760/day



January 2010

MessageLabs Intelligence data from May 2009:

- **84.6%** of website domains blocked for hosting malicious content are well-established domains that are **over a year old**
- **15.4%** of domains blocked are domains that are **less than a year old**
- **10.2%** are domains that are **less than a month old**
- and **3.1%** are domains that are **less than a week old**

Facebook Delivered Viruses

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The screenshot shows a Facebook message interface. At the top, the navigation bar includes 'facebook', 'Home', 'Profile', 'Friends', 'Inbox', 'Settings', 'Log out', and a search box. Below this, there are tabs for 'Inbox', 'Sent Messages', 'Notifications', and 'Updates', along with a '+ Compose Message' button. The main message area displays a conversation with a subject line 'RRofl, just chheck out yourr afce on tthis vidoe)))' and a recipient name that has been redacted with a blue scribble. The message content includes a profile picture of a man, a timestamp '27 October at 13:31', and a URL: 'http://google.com.om/reader/shared/04785823058866956043?ch=acd045d033f3c592270fe815088e11e7'. A yellow highlight is visible at the bottom of the message content area.

New Web Threats

Alert! Your system is infected!

Infected: 1370

Antivirus XP 2008 has found 1370 threats. It is recommended to proceed with removal.

Severity	Status
Medium	Infected!
High	Infected!
High	Infected!
High	Infected!
Low	Infected!
High	Infected!
High	Infected!
High	Infected!
High	Infected!
Low	Infected!
High	Infected!

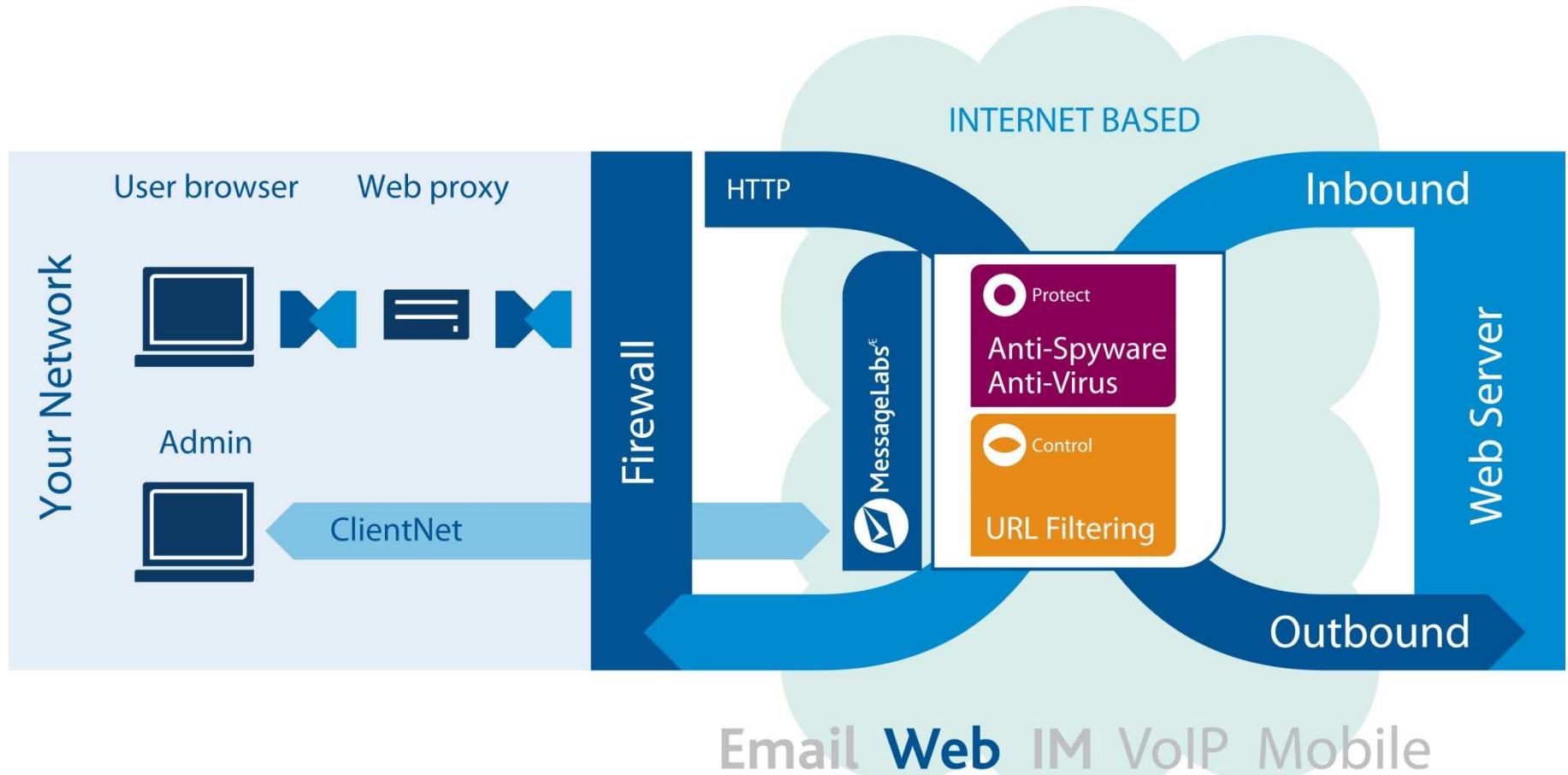
System information

Antivirus has found 1331 viruses on your computer. It is recommended to disinfect files as soon as possible.

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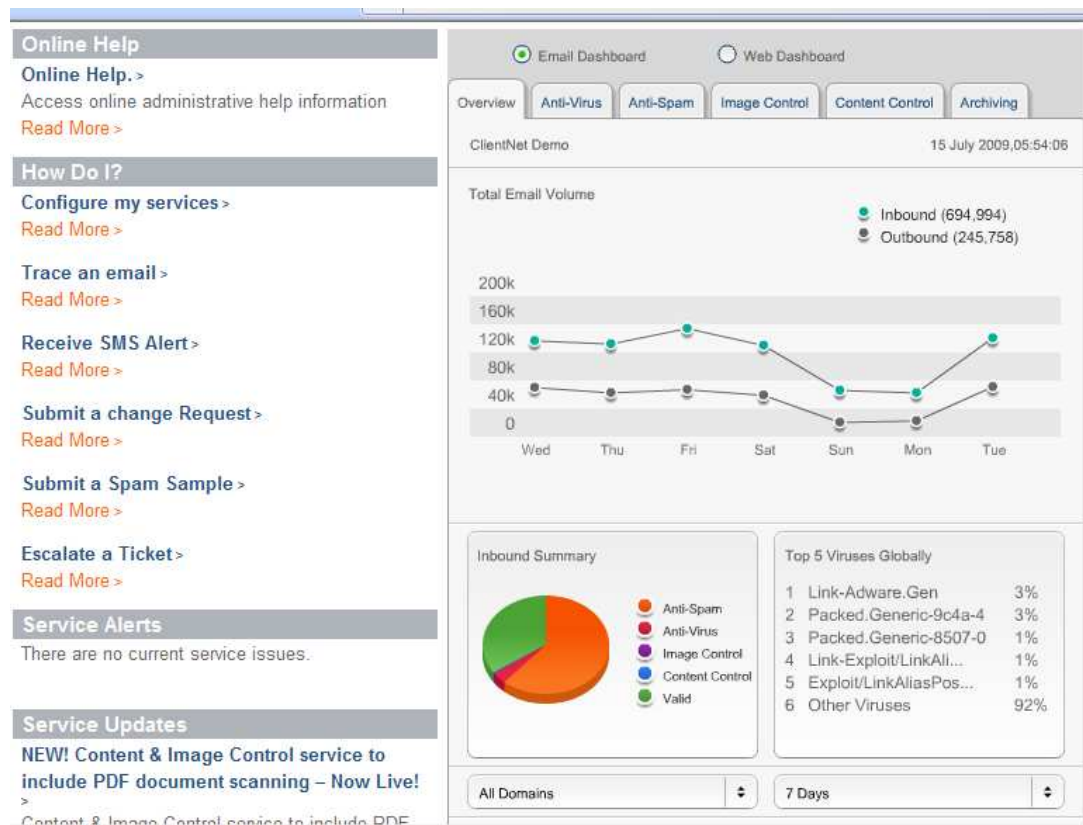
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Monitoring and Reporting

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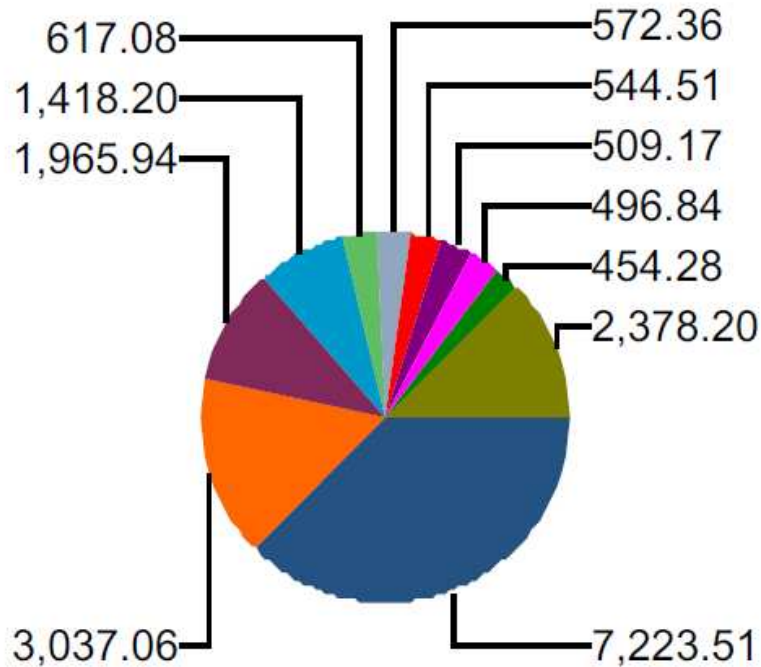
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- Dashboard – 1 year of high level information
- Detailed reports up to 6 months of URL and Malware information
- Audit reports in PDF format
- Scheduled reports sent directly to you inbox

Further Reporting

Top 20 Destinations by Bandwidth (MB)



Top 10 Destinations

- <http://www.actuaries.org.uk>
- <http://www.bankofengland.co.uk>
- <http://msnbc.vo.llnwd.net>
- <http://www.fsa.gov.uk>
- <http://mirrors.yocum.org>
- <http://www.frc.org.uk>
- <http://www.abi.org.uk>
- <http://ftp-mozilla.netscape.com>
- <http://cdn1.fliqz.com>
- <http://cache.googlevideo.com>
- Other

Flexible Policy creation engine

Rule
 Time
 Groups
 URL Categories
 Specific URLs
 Content Types

Policy Rules

Create, edit or delete Web URL Filtering rules and determine the order in which rules are applied.

Showing 1 - 10 of 43 policy rules

<< First | < Previous | Next > | Last >>

	Rule	Time	Groups	URLs	Content Types	Action	Change Priority	Rule Status
<input type="radio"/>	1 HTTPS BLACKLISTIN	Yes	Yes	Yes	Yes	Block & Log	▲ ▼	Active
<input type="radio"/>	2 Social Networking Sites	Yes	Yes	Yes	No	Block & Log	▲ ▼	Inactive
<input type="radio"/>	3 Streaming video for Jim	Yes	No	Yes	Yes	Allow & Log	▲ ▼	Active
<input type="radio"/>	4 Whitelisted URL	No	No	Yes	Yes	Allow & Log	▲ ▼	Active
<input type="radio"/>	5 Test Block sports	No	No	Yes	Yes	Block & Log	▲ ▼	Active
<input type="radio"/>	6 block cnn.com	No	Yes	Yes	Yes	Block & Log	▲ ▼	Inactive
<input type="radio"/>	7 IT BLOCK FINANCIAL SITES EXCEPT FOR FRIDAYS	Yes	No	Yes	No	Block	▲ ▼	Active
<input type="radio"/>	8 IT LOG ALL HTTP TRAFFIC	No	No	Yes	No	Allow & Log	▲ ▼	Active
<input type="radio"/>	13 MB Deny Gaming Sites During Work Hours	Yes	No	Yes	No	Block & Log	▲ ▼	Active
<input type="radio"/>	17 IT DENY IP RANGE TO WALMART	Yes	No	Yes	No	Block	▲ ▼	Active

54 Pre-defined Categories

Select the URL Categories you would like to include as part of this rule. You can navigate between tabs for this rule without losing settings before submitting.

Ignore URL Categories Use URL Categories below

- | | | |
|--|--|---|
| <input type="checkbox"/> Unclassified | | |
| <input type="checkbox"/> Adult/Sexually Explicit | <input type="checkbox"/> Advertisements & Popups | <input type="checkbox"/> Alcohol & Tobacco |
| <input type="checkbox"/> Arts | <input type="checkbox"/> Blogs & Forums | <input type="checkbox"/> Business |
| <input type="checkbox"/> Caches & Archives | <input type="checkbox"/> Chat | <input type="checkbox"/> Computing & Internet |
| <input type="checkbox"/> Criminal Activity | <input type="checkbox"/> Downloads | <input type="checkbox"/> Education |
| <input type="checkbox"/> Entertainment | <input type="checkbox"/> Fashion & Beauty | <input type="checkbox"/> Finance & Investment |
| <input type="checkbox"/> Food & Dining | <input type="checkbox"/> Gambling | <input type="checkbox"/> Games |
| <input type="checkbox"/> Government | <input type="checkbox"/> Hacking | <input type="checkbox"/> Health & Medicine |
| <input type="checkbox"/> Hobbies & Recreation | <input type="checkbox"/> Hosting Sites | <input type="checkbox"/> Illegal Drugs |
| <input type="checkbox"/> Infrastructure | <input type="checkbox"/> Intimate Apparel & Swimwear | <input type="checkbox"/> Intolerance & Hate |
| <input type="checkbox"/> Job Search & Career Development | <input type="checkbox"/> Kids Sites | <input type="checkbox"/> Motor Vehicles |
| <input type="checkbox"/> News | <input type="checkbox"/> Peer-to-Peer | <input type="checkbox"/> Personals & Dating |

Sample policy

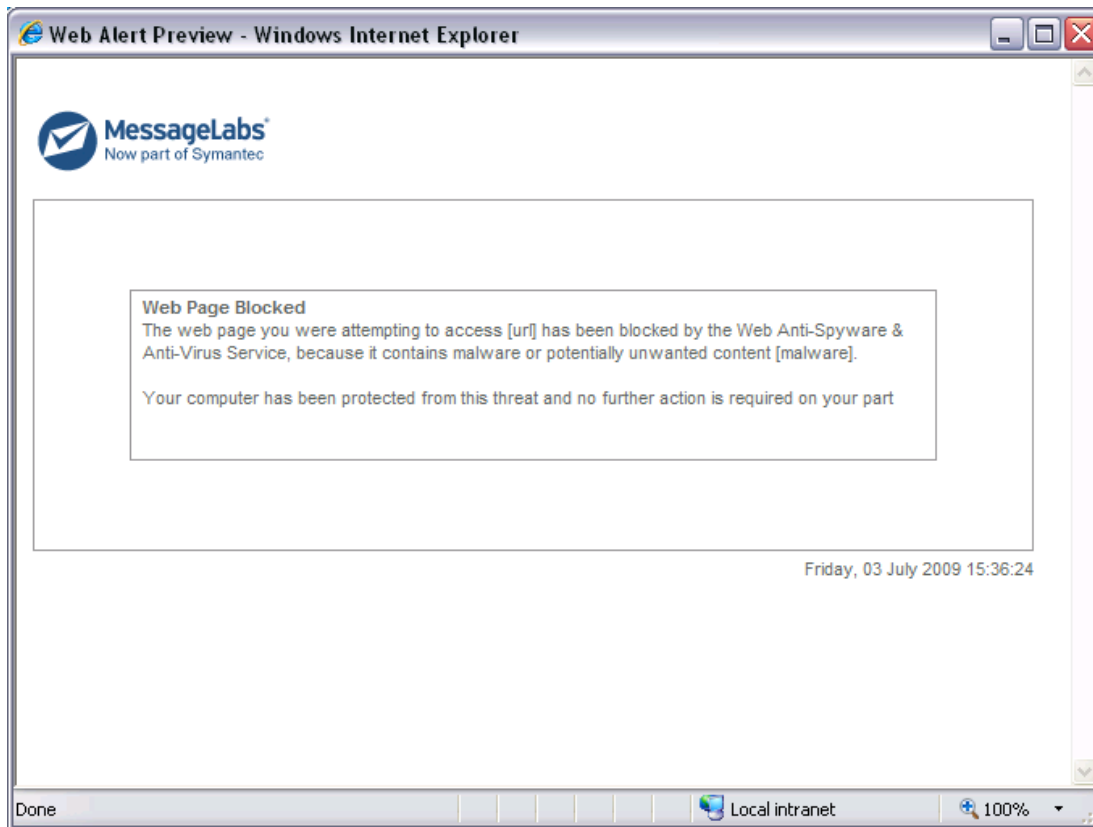
		Rule	Time	Groups	URLs	Content	Action	Priority	Rule Status
<input type="radio"/>	1	Allow Facebook for Ops	No	Yes	Yes	No	Allow	▲ ▼	Inactive
<input type="radio"/>	2	Block Social Sites for All	No	No	Yes	No	Block	▲ ▼	Inactive
<input type="radio"/>	3	Facebook rule	Yes	No	Yes	Yes	Block & Log	▲ ▼	Active
<input type="radio"/>	4	Allow webmail	No	Yes	Yes	No	Block & Log	▲ ▼	Active
<input type="radio"/>	12	Block video	No	No	No	Yes	Block & Log	▲ ▼	Active
<input type="radio"/>	17	Streaming	No	Yes	Yes	No	Allow	▲ ▼	Active
<input type="radio"/>	20	banned sites	No	No	Yes	No	Block & Log	▲ ▼	Active
<input checked="" type="radio"/>	43	No Adult sites	No	No	Yes	No	Block & Log	▲ ▼	Inactive
<input type="radio"/>	57	Allow widgets.com exe's	No	No	Yes	Yes	Allow & Log	▲ ▼	Inactive
<input type="radio"/>	60	block facebook test	Yes	No	Yes	No	Block & Log	▲ ▼	Inactive

1. No access to travel, leisure and sport between 9am and 5pm
2. No access to sex, guns or drugs
3. No access to streaming audio and video
4. Only support can download executables

Malware Protection

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- Scans HTTP and FTP/HTTP traffic
- Multiple signature based AV engines
- Skeptic technology
- Customizable block messages
- Converged analysis
- <100ms Latency

Roaming User Protection

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- Designed for Off-site or Laptop Users
- Provides protection from Web Viruses Regardless of Location
- Allows for enforcement of policy when users are off the corporate network



Business Impacts

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- Lowers costs
 - Fewer infections = less cleanups
 - Administration and management
 - Hosting
 - Lowers bandwidth charges
- Improved productivity
 - Fewer infections = less time without a computer
 - Reduced access to non-work related sites
- Reduced risk
 - Offensive materials
 - Information leakage

Content related discovery:

How do you monitor and control Web activity?

- Who uses the web most?
- How much of your browsing is not work related or unsavoury?
- What happens if half the office stream the same content?

Malware related discovery:

How are you protecting your systems from malware entering your organisation over the Web?

- This is the most common way threats infiltrate corporate networks.

Next steps: Sales Resources

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An email will be sent to you after this session containing:

For external use:

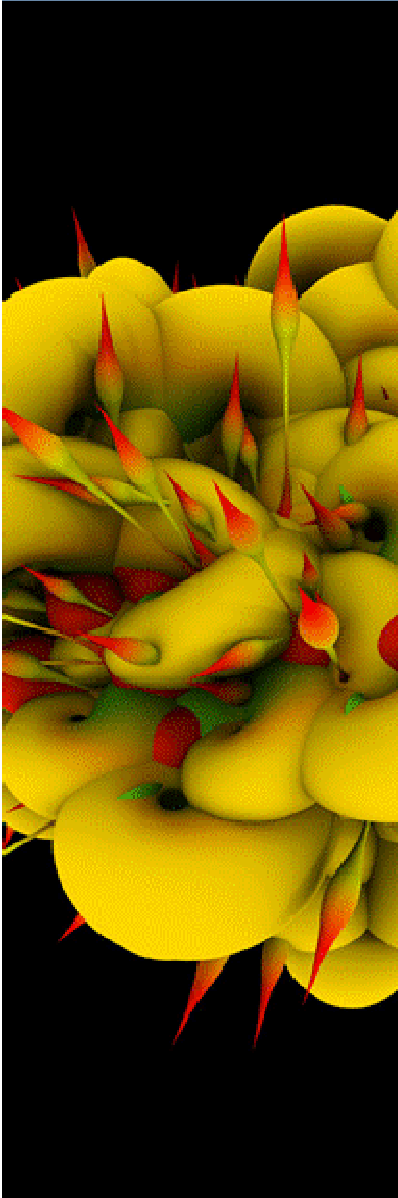
- Customer presentation
- Customer data sheet (product flyer for clients)

For your internal use:

- Sales cheat sheet – objection handling etc
- Webinar presentation overview (today's session)

Email enquiries:

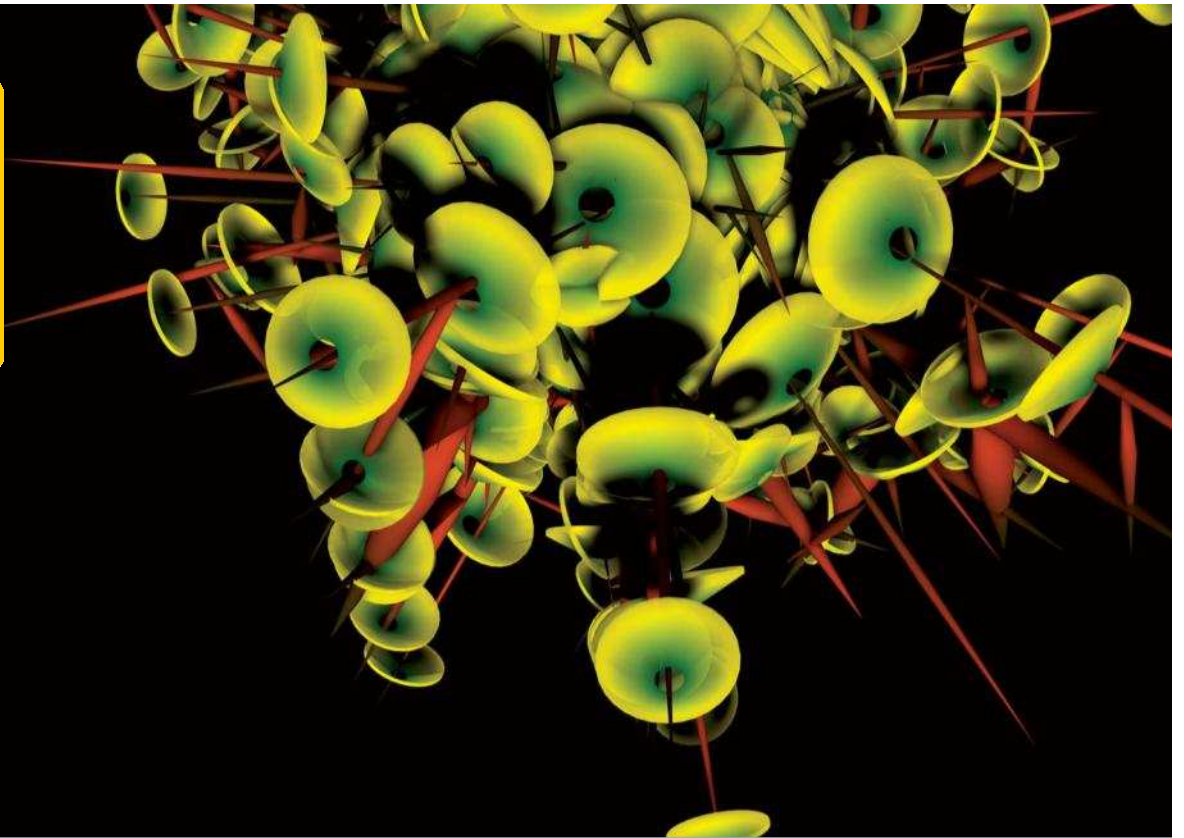
anzpartners@messagelabs.com



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THANK YOU

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