

Symantec Instant Messaging Security.cloud

Analyst View

“Concerns about archiving and compliance are growing with the increase in IM data in regulated industries... Governance policies should be created so that employees understand their responsibilities in relation to IM”

Gartner MarketScope for Enterprise Instant Messaging and Presence by David Mario Smith, 5 July 2011

The Symantec.cloud Difference

- Unique, comprehensive IM security, control and management service, harnessing proven technology and expertise.
- Deployment of proprietary Skeptic™ technology, providing benchmark levels of protection against new, emerging and converged threats.
- Maximum functionality combined with minimal maintenance requirement.
- Industry-leading customer support available globally on a 24/7 basis.
- Intuitive policy-building capability integrated into the service.
- Low total cost of ownership (TCO) compared with in-house software/appliance-based solutions.

Can You Harness IM's Benefits - But Avoid Its Dangers?

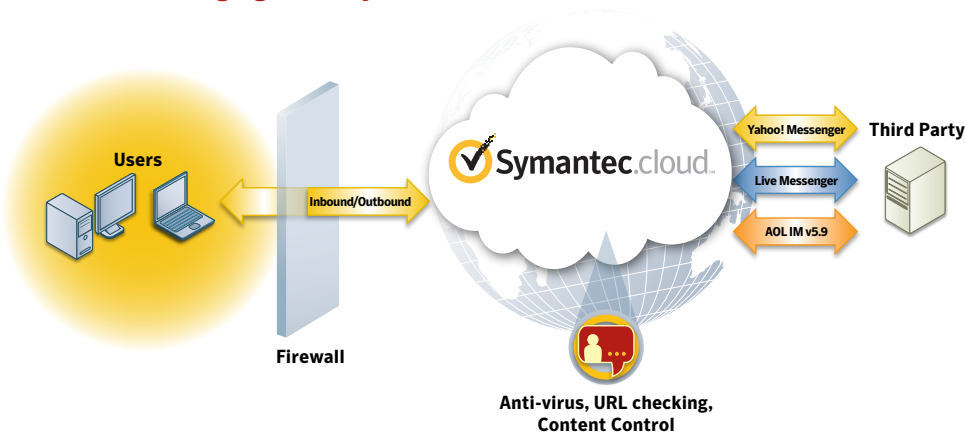
More immediate than email, more versatile than telephone, IM (Instant Messaging) can significantly improve the speed, ease and efficiency of business communications. Its many benefits have helped establish IM as one of the world's fastest-growing Internet medium. In the corporate sector, IM use – and especially uncontrolled use – is expanding rapidly, consistent with this global trend.

Whether authorised or unauthorised, uncontrolled use of public IM networks exposes you to risks that can compromise productivity, profitability, business continuity and customer trust. It's not just a question of potential disruption from IM-borne malware. Accidental or deliberate data leakage, inappropriate use and regulatory non-compliance are also very real dangers.

Instant Messaging security.cloud can assist your employees to use public IM networks safely and securely. Its protection and control capabilities allow you to make full use of real-time internal and external communication via compatible public IM with increased confidence and reduced burden on your IT team.

Helping you avoid the cost, complexity and limitations of in-house software or appliance based solutions, Instant Messaging security.cloud harnesses proven capabilities to meet today's urgent business need for safer, more controlled, auditable use of public IM.

IM As An Asset, Not A Liability – Instant Messaging Security.cloud



This fully managed, fully customisable service provides a comprehensive, cost-effective suite of leading-edge capabilities including antimalware, URL filtering, content control, message logging and reporting. Quick and convenient to set up and use, Instant Messaging security.cloud is also easy to administer via a user-friendly web portal.

How The Service Works

- Every instant message sent to, or originating inside, your organisation is routed through our infrastructure
- Incoming messages (including any text file or other attachment) are instantly and comprehensively scanned for:
 - known and unknown viruses, worms, trojans and other malware
 - weblinks leading to websites infected with malware
- All incoming and outgoing messages are matched against your content control and acceptable IM use policies
- Messages that are malicious or suspicious, or violate your policies, are automatically blocked
- All other messages proceed to the intended recipient's IM inbox, with no noticeable delay
- Every message is safely logged in our secure infrastructure

The Symantec.cloud Experience

- IM users: The Symantec.cloud service will cause no noticeable delay in IM delivery or erosion of IM functionality
- IT managers: Instant Messaging security.cloud provides full control over (and understanding of) IM use across your business; the service also dovetails seamlessly with our email/ Web security and enterprise IM services
- Service administrators: Instant Messaging security.cloud is easily managed via a single web portal; a comprehensive range of reports can be generated

Next Steps

Contact a product specialist:
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Quite simply, Instant Messaging security.cloud minimises IM-related threats and risks, whatever their source or nature. A key strength is the service's ability to deal effectively with the rising tide of converged threats which mix and match malware propagation techniques across IM, email and web protocols.

Fundamentally flexible, versatile and adaptable, Instant Messaging security.cloud plugs the current or potential IM security hole at the heart of your business – protecting your reputation and your bottom line.

Instant Messaging security.cloud runs on our proven, enterprise-grade, global web security platform. Each one of your incoming, outgoing and internal Instant Messages (including attachments) is routed through state-of-the-art, load-balanced infrastructure that delivers the best possible security and control performance. It's also simple to introduce firewall rules that prevent your employees bypassing the service.

Any message/attachment containing malware is blocked by our scanning towers before it even reaches the perimeter of the intended recipient's network. A core role is played by Skeptic™, our unique predictive technology that learns from every IM, email and webpage it scans, constantly strengthening its unsurpassed detection capabilities.

Any message/attachment suspected of including a link to an infected or inappropriate website, or containing a keyword or phrase that you specify in your content control rules, is automatically blocked. This helps to protect your network from infection, shields your employees from unsuitable material originating outside your organisation, and safeguards you both from accidental or deliberate data leakage and from inappropriate IM use by your employees.

All Instant Messages are logged and can be sent to your existing archiving solution to aid the traceability of all your public IM communications, equipping you to satisfy legal discovery requirements and achieve compliance with relevant regulations.

Features	Benefits
Operates with AOL's AIM, Yahoo! Mail and Microsoft MSN	Provides safer, controlled usage of market-leading public IM networks
Delivers multi-layered protection against known, new and converged threats propagated via public IM networks	Plugs a security gap in your corporate network, stopping malware entering via IM
Incorporates intuitive policy-building capability, including stacking of multiple rules	Enables rapid creation of an acceptable use policy governing IM use, at group or individual user level
Integrates fully with LDAP compliant directories	Ensures group data is always up to date, saving administrator time/resources
Incorporates configurable/customisable rules and notifications	Ensures your specific needs can be met without compromising user experience
Doesn't require downloading of an agent or software to your network	Simple to set up, use and administer
Includes dashboard, summary and detailed reporting	Provides visibility, accountability and confidence in the service's effectiveness