

# Symantec MessageLabs 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 cloud based UC and IM security, control and management service, harnessing proven technology and expertise.
- Includes proprietary Sceptic™ 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 UC and IM's Benefits - But Avoid its Dangers?

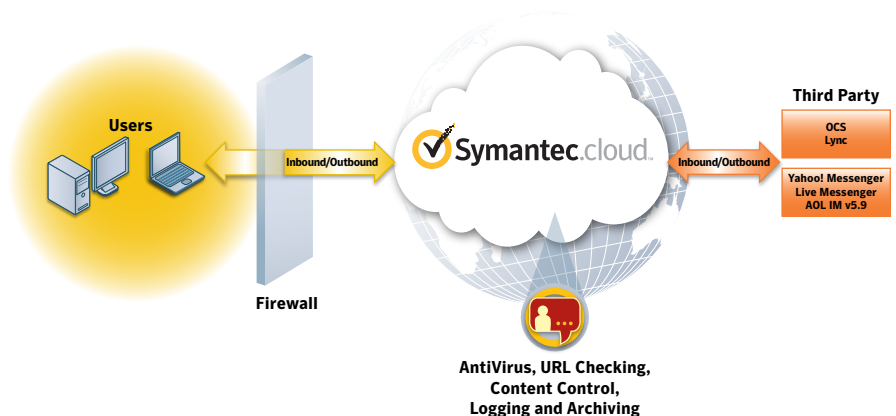
More immediate than email, more versatile than telephone, Unified Communications (UC) and Instant Messaging (IM) can significantly improve the speed, ease and efficiency of business communications. These benefits have helped drive the adoption of UC in the corporate sector, while Public IM use – and especially uncontrolled use – is expanding rapidly, consistent with the global growth of IM.

Uncontrolled use of UC and 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 UC and IM-borne malware. Accidental or deliberate data leakage, inappropriate use and regulatory non-compliance are also very real dangers.

MessageLabs Instant Messaging Security.cloud (IMS.cloud) can assist your employees to use UC and Public IM networks safely and securely. Its protection and control capabilities allow you to make full use of real-time communication via compatible UC and 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, MessageLabs IMS.cloud harnesses proven capabilities to meet today's urgent business need for safer, more controlled, auditable use of UC and Public IM.

## UC & IM as an asset, not a liability



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

### How The Service Works

- Every UC or IM message sent to, or coming from, your organisation is routed through our infrastructure
- Incoming messages (including any text file or other attachment) are instantly and comprehensively scanned for:
  - Viruses, worms, trojans and other malware
  - Malicious URL links leading to infected websites
- All incoming and outgoing messages are matched against your content control and acceptable UC and IM use policies
- Messages that are malicious or suspicious, or violate your policies, are automatically blocked
- All other messages proceed to the intended recipient, with no noticeable delay
- Every message can be safely logged in our secure infrastructure

### The Symantec.cloud Experience

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

### Next Steps

Contact a product specialist:  
US: 866 460 0000  
info@messagelabs.com

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

MessageLabs IMS.cloud runs on our proven, enterprise-grade, global Web security platform. Each one of your incoming and outgoing UC and IM 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 Sceptic™, our unique predictive technology that learns from every IM, email and webpage it scans, constantly strengthening its unsurpassed detection capabilities.

Any message 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 UC and IM use by your employees.

All UC and IM messages are logged equipping you to satisfy legal discovery requirements and achieve compliance with relevant regulations. An optional cloud based Archiving service is available with sophisticated e-Discovery tools for those with more stringent compliance requirements.

Features	Benefits
Operates with Microsoft OCS and Lync as well as AOL's AIM, Yahoo! Mail and Microsoft Live Messenger	Provides safer, controlled usage of market-leading UC and Public IM networks
Delivers protection against known, new and converged threats propagated via UC and Public IM networks	Plugs a security gap in your corporate network, stopping malware entering via UC and IM messages
Incorporates intuitive policy-building capability, including stacking of multiple rules	Enables rapid creation of an acceptable use policy governing UC and IM use, at group or individual user level
Integrates fully with LDAP compliant directories	Helps to ensure group data is always up to date, saving administrator time/resources
Incorporates configurable/customisable rules and notifications	Meet your specific needs without compromising user experience
No on-premise hardware and minimal software	Simple to set up, use and administer
Includes dashboard, summary and detailed reporting	Provides visibility, accountability and confidence in the service's effectiveness