

# Roaming and Remote Worker Protection

## Analyst View

“The Web has become the new threat vector of choice by hackers and cyber criminals to distribute malware and perpetrate identity theft, financial fraud, and corporate espionage.”

IDC Worldwide IT Security Software, Hardware, and Services 2009–2012 Forecast and 2007 Vendor Shares: The Big Picture

## The Symantec.cloud Difference

- All Web content is scanned by our service, promoting enhanced accuracy above services that rely solely on URL filtering for threat detection
- Our services share threat intelligence across email Web and IM for converged threat detection
- Smart Connect agent detects geographic location and network changes for optimal service performance
- Flexible quota management allows administrators to set limits for browse time and bandwidth consumption
- Possesses strong URL categorization allowing for more granular policies
- Large global infrastructure of 14 data centers in 4 continents with load-balanced servers supports minimal Web latency

## Are You Chasing a Moving Target?


Advances in network and connectivity technologies in recent years have made it possible for employees to access company systems from anywhere around the globe, changing the face of the traditional workplace. As the number of employees accessing company systems from outside the network increases, so does the opportunity to expose the business to some sort of malware or, simply the risk of lost productivity.

Remote workers, such as teleworkers and employees at remote offices, are susceptible to security risks since they frequently access the Internet outside the protections available through the corporate network or VPN. Meanwhile, employees that are highly mobile tend to migrate over numerous networking environments and geographic locations thus increasing opportunities for exposure.

Preventing the loss of employee productivity from Web misuse is crucial for most businesses regardless of where their workers are located. IT managers must keep pace with the demand for secure access to company systems, make sure that acceptable use and security policies are applied without degrading performance, and manage remote systems efficiently.

Symantec.cloud offers a Hosted Web Security service with roaming and remote worker support options to help address these challenges. Whether you have users in home offices, small regional offices, or frequent travelers; our service options for roaming and remote users can help you secure and enforce proper Web use in numerous environments

## Roaming Support Options

	<b>Remote Connect</b> for MessageLabs Hosted Web Security Services Web Protection and Policy Management for Small & Home Office Users				
	<b>Connects Remote workers connecting from :</b>	 Home offices	 VPN	 Regional Offices	
	<b>Smart Connect</b> for MessageLabs Hosted Web Security Services Web Protection and Policy Management for Mobile Users				
	<b>Seamlessly connects users from:</b>	 Home offices	 Public WiFi	 Hotspots; Pay-for-use portals	 Corporate LAN & Regional Offices

### How The Roaming Support Options Work:

#### Smart Connect

- Administrators install Smart Connect onto a user's machine
- Smart Connect communicates with SHS using a secure channel
- Geographic-location awareness connects users to the optimal global infrastructure access point
- Smart Connect is authenticated with the service
- The user is authenticated for individual policies
- Web browsing is secured and compliant with your policies

#### Remote Connect

- Administrator enables Remote Connect in ClientNet, our Web-based administrative console
- Administrator configures the user's machine to direct traffic to the Symantec.cloud
- Users are selected within ClientNet to enable them to use the service
- Users are authenticated with the Hosted Web Security service
- Web browsing is secured and compliant with your policies

#### Next Steps

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

### Protect Your Users Wherever They Roam

**Smart Connect for Symantec MessageLabs Web Security.cloud service**  
Protect against malware and enforce Web acceptable usage policies for roaming or highly mobile users.

Features	Benefits
Comprehensive Secure	<ul style="list-style-type: none"> <li>• Secure Sockets Layer (SSL) channel protects roaming usage</li> <li>• Valid roaming system usage is authenticated with an agent certificate</li> <li>• End users are authenticated for individual Web policies</li> </ul>
Location awareness	<ul style="list-style-type: none"> <li>• Connects users to optimal global infrastructure access point for the best browsing experience</li> </ul>
Connection intelligence	<ul style="list-style-type: none"> <li>• Automatically adjusts to differences in end user networking environments for optimal performance and protection</li> </ul>
Seamless user sign-on	<ul style="list-style-type: none"> <li>• Service sign-on and authentication are transparent to end users regardless of their location or network environment</li> </ul>
Compatible with leading technologies	<ul style="list-style-type: none"> <li>• Protection and policies are applied when users connect using captive portals and pay-for-use hotspots</li> <li>• Makes use of existing investments by working with leading endpoint security products</li> </ul>

**Remote Connect for Symantec MessageLabs Web Security.cloud service**  
Protect and enforce Web acceptable usage policies for your teleworkers or employees at remote offices

Features	Benefits
Single step for user access	<ul style="list-style-type: none"> <li>• Allows for users to be quickly &amp; easily enabled or disabled</li> </ul>
Automated password system	<ul style="list-style-type: none"> <li>• Reduces administrative burden</li> </ul>
Flexible policy creation	<ul style="list-style-type: none"> <li>• Allows for policies that do not conflict with VPN access</li> <li>• Exclude specific sites from going through the proxy</li> </ul>
Remote policy & security management	<ul style="list-style-type: none"> <li>• Users receive the same protection and oversight as if they were within the corporate network</li> </ul>

### Simplify Remote And Mobile Worker Management

#### Does your workforce include remote and roaming workers?

Smart Connect and Remote Connect make use of a single policy engine, allowing the services to be easily combined. The results are: centralized reporting, Web policy management and configuration using a single Web-based portal.

Reduce your ongoing management burdens with Web Security.cloud service and roaming support options from Symantec.cloud.