

SkyScan AS Service Overview

MessageLabs is a Managed Service Provider (MSP) specialising in e-mail security. Our revolutionary SkyScan portfolio of services enables customers to be protected from threats such as viruses, pornographic material and unsolicited mail, long before they reach the network boundaries.

SkyScan Anti-Spam (AS) – Take Control of Unsolicited Mail

Spam (unsolicited e-mail) is a global epidemic. A recent Gartner Group survey revealed that 34% of business e-mail is useless. The same study also revealed that employees spend, on average, 49 minutes per day managing e-mail. The European Commission also reports that Internet subscribers worldwide are unwittingly paying an estimated US\$9.4 million a year in connection costs – just to receive junk e-mail. So how do companies tackle this escalating problem? The solution is clear. Tackle the problem at source with SkyScan Anti-Spam (AS).



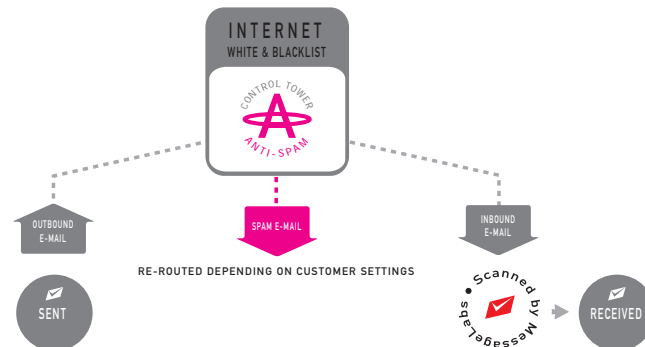
Spam – a growing problem

How Does SkyScan AS Work?

SkyScan AS effectively stops unsolicited e-mail from entering your system by checking all incoming mail before it reaches your network. The SkyScan AS service is unique in that it allows you to set up your own filtering criteria – a combination of public and internal company white and blacklists. It also allows you to specify how all spam and suspect e-mail should subsequently be handled – freeing up your human resources, alleviating bandwidth issues and significantly reducing the demands made upon your valuable storage space.

Customising Your Service

One of the main features of the SkyScan AS service is how easy it is to manage



MessageLabs SkyScan AS in action

and customise to your individual requirements. This is done via InSight, the MessageLabs customer extranet. This 'always-on' facility provides powerful tools for configuring MessageLabs services, giving you the freedom and flexibility to change system settings as and when you need to.

The SkyScan AS service allows you to configure your own private white and blacklists by selecting IP addresses, domain names and specified e-mail addresses. All of this is easily achieved through a web-based management interface.

Public Blacklists

In addition to your personalised company screening, SkyScan AS also scans globally known offenders (companies and individuals who have demonstrated patterns representative of junk e-mailing or mass mailing lists). These offenders are blacklisted in recognised public blacklists of IP addresses. With the SkyScan AS service, you can choose whether you require incoming mail to be checked against these lists on a 'per domain' basis.

Filtering E-mail

If spam is identified, you can choose to TAG the header, DELETE or REDIRECT the e-mail to a bulk-mail address.

If you choose to TAG, the e-mail header is amended to indicate suspected spam. You can choose to REDIRECT all e-mail marked as spam to a specific e-mail address, or implement an internal policy for employees. If you choose to DELETE e-mail, then that is exactly what the SkyScan AS service will do. And nobody in your company sees a thing.

SkyScan AS Business Benefits

- Uses filtering and patented technology
- Fully managed service, freeing up your internal IT resources
- No need for additional hardware or software
- Reduction in e-mail volumes and thus demand on your Internet bandwidth
- Reduction of incoming e-mail by 15-20%, enhancing efficiency and operations of your e-mail system
- Increased employee efficiency and productivity, due to reduced number of irrelevant and wasteful e-mails

Technical Support

Sign up for the SkyScan AS service and you'll receive unprecedented levels of technical and customer support through the MessageLabs Global Operations Centre (GOC). Based in the UK, the GOC supports customers worldwide 24x7x 365, has multi-lingual abilities and is backed up by local operations in key locations. Additionally, our support technicians monitor the network and the e-mail passing through the system to ensure the SkyScan service is continually updated. So you don't have to worry about a thing.

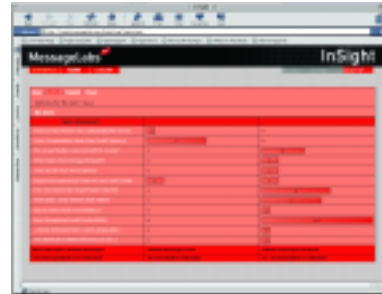


Global Operations Centre (GOC)

SkyScan AS Features

- Uses filtering rules and patented technology to block all unsolicited e-mail
- Suspect e-mail is detected using domains and/or IP addresses
- Ability for customers to customise their spam filter – specifying domains, IP address and e-mail addresses they want to block and accept mail from
- Spam e-mail can either be blocked immediately or sent to a nominated system administrator, or alternative e-mail address
- Automatic notification generated to sender
- Ability to add header information to suspect e-mail
- Centrally managed and hosted service, which is powered by MessageLabs' global network of Control Towers
- InSight provides web based management tools and service statistics

InSight



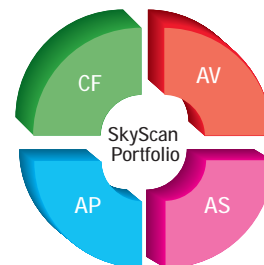
In addition to the SkyScan AS configuration tools, InSight is your doorway to a wealth of management information. It provides you with online service statistics and reports in real time, enabling you to see how SkyScan AS is performing for your business. It also allows you to easily identify any trends in e-mail activity – and act upon them. From InSight you'll receive:

- Weekly reports which can be sent to any number of users within your organisation
- Data on spam intercepted by day, week, month and year
- Statistics showing e-mail volumes and patterns by day, week, month and year
- Spam activity by detection method

InSight is also your single interface for the MessageLabs portfolio of SkyScan services, including SkyScan Anti-Virus, SkyScan Anti-Porn and the soon to be released SkyScan Content-Filtering.

Future Developments

With the recent launch of MessageLabs SkyScan Anti-Porn and SkyScan Anti-Spam, MessageLabs is establishing itself as the world's leading e-mail security company. But it doesn't stop there. Soon to be released is the much anticipated SkyScan Content Filtering (CF) service, further helping our customers in the fight against e-mail carrying anything inappropriate or damaging to their business.



To find out more about SkyScan AS and other MessageLabs services, visit our web site at www.messagelabs.com. Alternatively, e-mail us at info@messagelabs.com or call free on +852 2166 8657.

