



MESSAGELABS SKEPTIC™ TECHNOLOGY

STOPPING MALWARE OTHER SYSTEMS CAN MISS

THE GROWING INTERNET THREAT LANDSCAPE

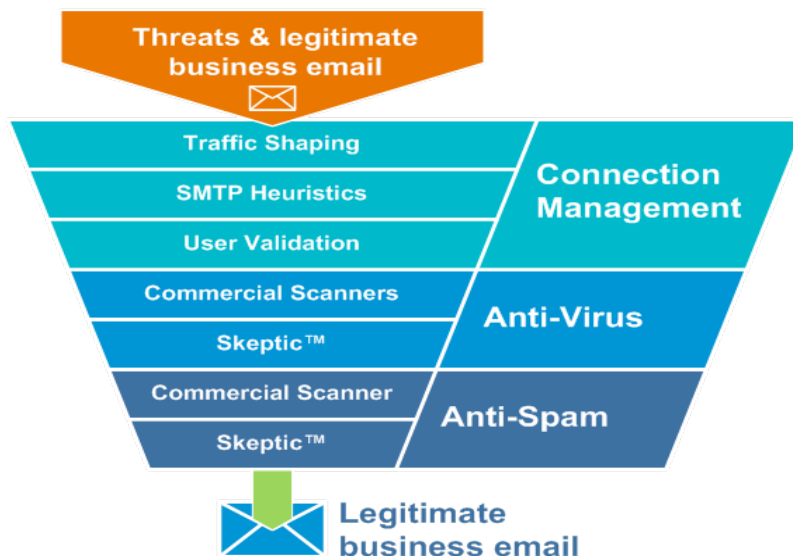
Internet-based threats are evolving. The high profile, large volume virus outbreaks of the past have been replaced by sophisticated, targeted attacks perpetrated by cyber-criminals. Driven by financial gain, these groups are constantly developing new ways to deceive users, steal sensitive data and infiltrate networks. Malware, targeted trojans, spyware, spam, blended threats and drive-by website infections are just a few tools of the trade used by attackers to compromise systems.

The cost of failure is high. Data loss caused by a malware infection can damage a company’s reputation, lead to a loss of confidential information and even cause a breach of compliance or adherence to government regulations. What you don’t know can hurt you, so ensuring that your business is protected against all these threats is essential. An effective defense should provide protection that can keep you one step ahead of the bad guys.

IN DEPTH LAYERS OF DEFENSE

Our layered defenses use Connection Management, Traffic Management and conventional signature based filters to stop known, identifiable malware and spam. Our proprietary scanning engine Skeptic provides identification of previously unseen “zero hour” threats providing a unique, intelligent, extra line of defense to protect against threats that signature-based systems may miss. In fact, this extra line of defense detects up to 30% of all the malware stopped by MessageLabs services. These are threats that other vendors, without Skeptic technology, might easily let through.

IN DEPTH DEFENSES INCORPORATING SKEPTIC™



SKEPTIC™ DELIVERS: A UNIQUE DEFENSE

In the face of this growing threat landscape, protection reliant upon signature-based scanners alone can be an incomplete strategy. The sheer volume of new viruses and variants emerging each year is stretching the ability of security vendors with signature-based scanners to quickly identify, analyze, produce and distribute signatures to protect clients. The most targeted and sophisticated threats can also evade signature-based scanners.

This is where Skeptic can help. Skeptic does not rely on signatures to identify threats, but instead uses heuristics to detect new, emerging or even variations of older malware. With dozens of advanced techniques and thousands of unique rules at its disposal, Skeptic looks at all the evidence before reaching a conclusion. Skeptic contains unique and patent-protected technology which allows Symantec Hosted Services to offer a Service Level Agreement (SLA) with performance levels covering 100% protection against known and unknown email viruses, a 99% spam capture rate (95% for email with Asian characters) with very low virus and spam false positives. And, because Skeptic operates in Symantec Hosted Services' secure global data centers, it is not available publicly for cyber- criminals to test their malware against.

SKEPTIC™ DELIVERS: INTELLIGENT PROTECTION

Not all heuristic security is created equal. While many companies claim 'zero-hour' protection against new and unknown threats, this is often reliant on blunt methods such as blocking executable files (which can also stop legitimate mail) or outdated techniques designed to stop mass virus outbreaks .

Skeptic on the other hand, has been in continuous development for more than ten years and can draw on a huge base of knowledge accumulated in that time. It is backed by 19 patents granted or pending and a team of 70 anti-malware and anti-spam experts. As the industry leader, MessageLabs sees huge volumes of email and Web traffic globally and therefore, more threats. Our infrastructure processes over 3 billion email connections a day, 1 billion web requests each day and is globally distributed. Together, these strengths add up to unequalled protection for your business.

SKEPTIC™ DELIVERS: UNIQUE SECURITY & BUSINESS VALUE

Skeptic offers considerable advantages compared to traditional security measures:

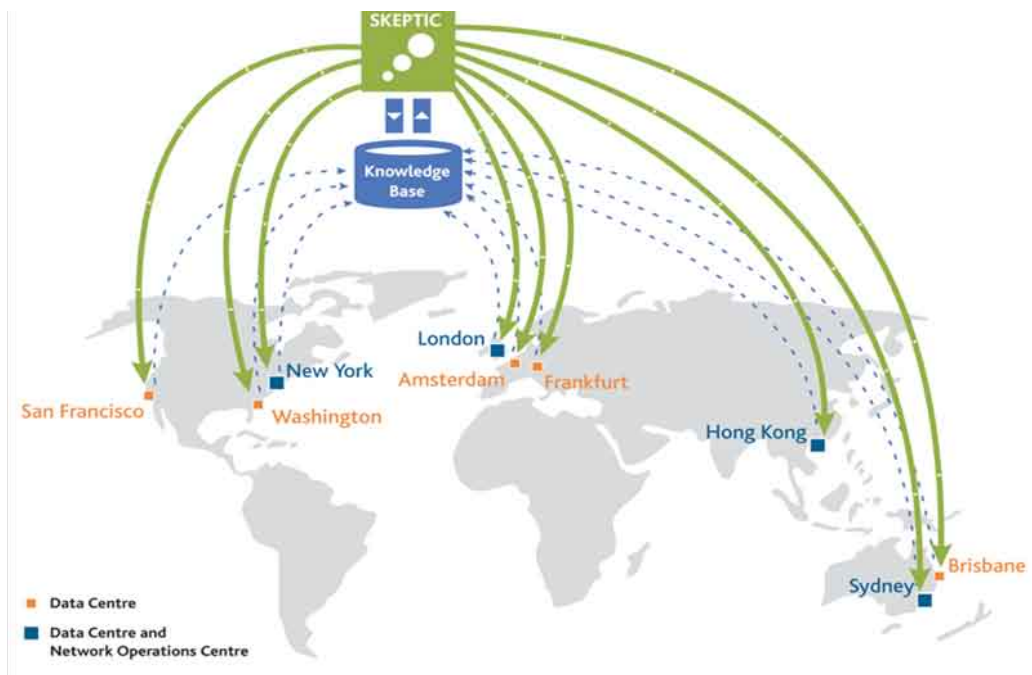
- **Powerful**
 - Skeptic goes beyond signature-based anti-virus scanners by stopping new and targeted threats as soon as they appear.
 - Threat data collected by Skeptic is shared globally across our network in real time ensuring the same level of protection wherever you are located.
- **Accurate**
 - Skeptic resides in our data centers and can draw on a large amount of processing power to analyze threats in detail, resulting in greater accuracy.
 - Its accuracy enables us to offer a Service Level Agreement with performance levels for 100% protection against known and unknown email viruses and a 99% spam capture rate.
 - Skeptic possesses intelligent analysis techniques that result in very low levels of false positives helping to ensure that legitimate email is not stopped as spam or viral.
 - The more traffic Skeptic scans, the smarter it gets; MessageLabs scans billions of email connections a day and shares the information it gathers across its global infrastructure.
- **Secure**
 - Skeptic isn't available publicly, so spammers and virus writers can't test their code against it.
- **Proven**
 - It includes patented technology and is supported by a global team of experts working around the clock.
 - Skeptic™ is constantly evolving, is continually updated and draws on more than a decade's worth of experience and accumulated knowledge.
- **Comprehensive**
 - Skeptic™ works across email, Web and IM protocols and is able to deliver converged threat protection as a result. Examples include phishing attempts and malicious URL links in emails

A PROVEN TRACK RECORD

Since Skeptic was deployed in 1999; it has consistently protected our customers from major and targeted virus outbreaks. Threats made famous in the media such as Lovebug, Melissa, Mydoom, Kournikova, BadTrans and Klez which caused havoc in the business world – did not reach Symantec Hosted Services customers.

We continue to protect our customers against the next generation of converged threats that distribute malware through email, Web, and IM, and are very targeted in nature. Skeptic analyses traffic across different protocols – email, Web and IM – to detect blended threats. When a threat is found in one, Skeptic can rapidly defend customers against the same threat in all the others. This provides protection to Symantec Hosted Services customers regardless of the form of initial delivery or ensuing forms of delivery the threat may use. The combination of Skeptic heuristic technology and its ability to assimilate years of data observation of the threat landscape translate into advanced protection means that Symantec Hosted Services users are significantly less likely to get infected with an email virus.

SKEPTIC™ DELIVERS: GLOBAL VISION, COMPLETE PROTECTION



The large size of our customer base (over 21,000 at the time of writing) is a huge asset for MessageLabs and advances the accuracy of Skeptic. We secure more than 3 billion email connections and 1 billion web requests every day for business all over the world. As the leading provider of hosted security services, we are more likely to see emerging threats earlier than smaller, non-global providers.

MessageLabs delivers a world leading level of service effectiveness by drawing on the intelligence drawn from the billions of messages and millions of threats processed through our network every day. Because this intelligence is fed in 'real time' to Skeptic, the most comprehensive and up to date knowledge base of Internet threats in the world is available for analysis.

Organizations need the extra reassurance of MessageLabs services and, in particular, our proactive Skeptic technology. MessageLabs clients enjoy protection from potentially dangerous or disruptive threats, administrative management challenges, and enjoy peace of mind from a proven service backed by an industry-leading Service Level Agreement.

Begin a free trial of MessageLabs Hosted Security Services today and leave the security of your organization to the experts.

<http://www.messagelabs.com/trials/free>

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Confidence in a connected world.