

Symantec™ Email Security.cloud

Data Sheet: Messaging Security

Symantec™ Email Security.cloud delivers always-on, inbound and outbound messaging security, with effective and accurate antimalware, antispam, content filtering, and email encryption services from a global cloud platform. It is designed to provide 100 percent protection against known and unknown email viruses and have a 99 percent spam capture rate,¹ as defined in the SLA.² Email Security.cloud helps protect organizations from email borne viruses, malware, spam, phishing, targeted attacks, and bulk email, all while reducing the complexities of on-site technology.

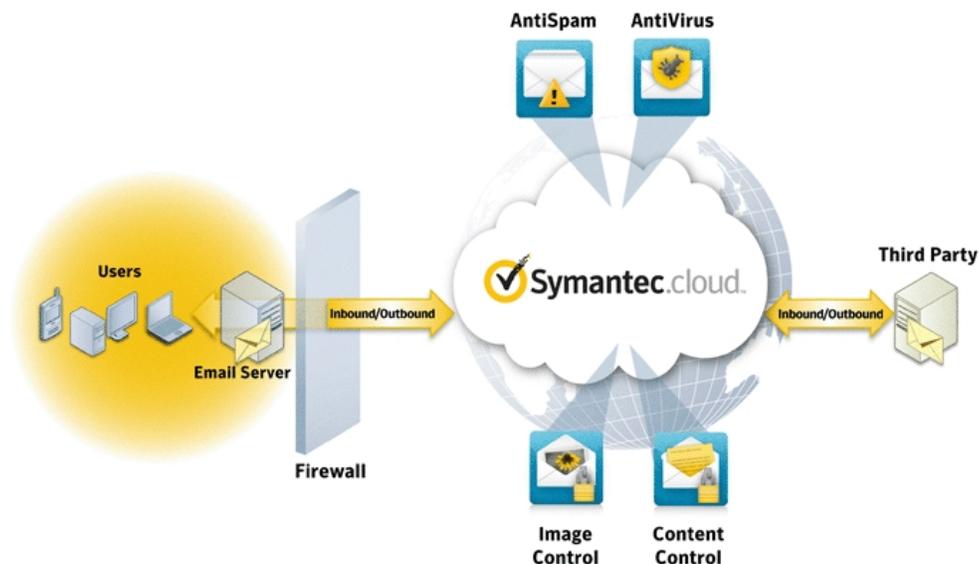


Figure 1. Service Overview

Big intelligence

Email Security.cloud is built upon big intelligence. Symantec is continuously learning from the significant volumes of emails that are filtered on behalf of customers. Backed by one of the world's largest malware research organizations, the Symantec™ Global Intelligence Network is also fed by the millions of desktops, servers, and networks where Symantec security products are installed. This gives visibility into new and emerging threats early and enables us to deliver protection. This is further bolstered by the patented Symantec™ Probe Network—a system of over 3.5 million decoy email accounts and domains focused on collecting fraud, phishing, and spam samples. The Probe Network has a global presence, including targeted deployments for foreign language content, and can gauge global spam and phishing activity. This network gathers more than 30 million probe messages per day.

This intelligence is combined with Skeptic™, the Email Security.cloud proprietary technology. Skeptic uses predictive analysis to detect new and sophisticated targeted threats, and it employs heuristic and link following technology to determine if an email directly contains or has links to malicious content. This enables Email Security.cloud to protect against both opportunistic and targeted attacks.

1. 95 percent for emails with double byte characters

2. http://www.symanteccloud.com/aboutus/general/industryleading_sla

The Symantec massive intelligence base provides visibility to malicious URLs early. Data feeds, including those from Norton™ Safeweb and Symantec™ Web Security.cloud, help block many targeted attacks before they get to the inbox. Skeptic also utilizes advanced link following technology to examine links within emails and their attachments. This protects against new and malicious URLs created to target an organization through phishing or spear phishing attempts.

Dependable service from the cloud

More than a decade has been spent delivering and continuously developing a highly accurate, effective, and dependable cloud service for securing and managing email. The security intelligence and technology is backed by a comprehensive and meaningful SLA and supported by a global team of email security experts available and accessible 24 hours a day, seven days a week.

In the Email Security SLA, it provides an aggressive set of metrics by which the service is monitored.³ Credit back or other remedies are provided according to the SLA if the following performance targets are not met:

- **Antivirus effectiveness**—100 percent protection against known and unknown email viruses
- **Antivirus accuracy**—No more than 0.0001 percent false positives
- **Antispam effectiveness**—99 percent spam capture (95 percent for email with double-byte characters)
- **Antispam accuracy**—No more than 0.0003 percent false positives
- **Email delivery**—100 percent email delivery
- **Latency**—Average email scanning time within 60 seconds
- **Availability**—100 percent service uptime

The Global Email Security team tracks the performance closely to understand what it takes to meet the high standards for service quality and openly publish the results on the [Symantec website](#).

Privacy and control

Keeping unwanted spam and malicious content outside of a business is only part of most email security strategies. Exchanging information by email is critical to most organizations, which is why the Email Security Content Control and Policy Based Encryption add-ons give the privacy and control over email content that a business demands.

Granular policy based and boundary encryption policies help enforce Transport Layer Security (TLS) on email flow as well as trigger individual message encryption based on message attributes and content. This delivers an extensible privacy and encryption solution in accordance with business needs without changing the way employees use their email.

The Content Control service add-on identifies and controls confidential or inappropriate email content sent to or received by an organization. Easy to set up and maintain, this cost-effective, service helps to reduce the risk of data loss and enables users to establish and enforce an acceptable use policy so employee email use can be more productive whilst upholding the privacy and compliance needs of the business. The service analyzes multiple email components including email body, subject, and headers, as well as text within supported Microsoft Office® documents and PDFs that are embedded within emails or sent as attachments. Content that matches the Administrator created rules is then subject to a range of actions while approved messages continue to pass through to their intended recipients.

³. <http://www.symanteccloud.com/documents.aspx>

The Image Control service add-on scans emails and attachments to identify, control, and block inappropriate images from entering or leaving the organization. Particularly well-suited to the accurate detection of pornographic images, Image Composition Analysis (ICA) applies a comprehensive range of image-filtering algorithmic techniques, including facial recognition, body positioning analysis, texture, analysis, and flesh tone analysis. Content and Image Control combine to protect employees while aiding enforcement of acceptable use policies, reducing compliance and legal risks, and safeguarding corporate reputation.

Email Security.cloud features

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- Web-based management portal
- Role based access control
- Monitoring dashboard
- Customizable reports
- 100 percent service availability target supported by SLA
- Opportunistic message delivery using TLS as standard

Email Antivirus and Email Antispam

- SMTP traffic heuristics and shaping
- Symantec Intelligence supporting malware, URL, spam, phishing, and targeted attack protection
- Multilayer malware analysis
- Skeptic heuristics
- Sandbox analysis
- URL link following
- Bulk mail control for solicited messages (for example newsletters)
- 99 percent antispam effectiveness, 0.0003 percent accuracy target supported by SLA
- End user email notifications for quarantine management

Email Content Control

- Enforce acceptable use policies
- Granular control by user, group, and domain
- Identify and control confidential or inappropriate content
- Scanning within email header subject, body, and attachment
- File format aware content scanning for attachment such as Office, PDF, and compressed file types
- Restrict by time, size, and number of attachments

- Keywords, dictionaries, and thresholds
- Administrator, sender, and recipient notification options

Email Image Control

- Image composition analysis
- Image signatures
- Facial recognition
- Body positioning analysis
- Texture analysis
- Flesh tone detection

Email Boundary Encryption

- Forced TLS delivery routes

Email Policy Based Encryption

- Enforce email encryption based on pre-defined policies
- Encrypts regardless of the recipients technology
- Encrypted emails can be read on all devices
- Secure two way email conversations
- Multiple encryption methods
- No user behavior change

Available bundles

Email Protect

Email Antivirus and Email Antispam

Email Safeguard

Email AntiVirus, Email Antispam, Email Content Control, and Email Image Control

Additional bundles incorporating Web Security.cloud and Symantec™ Instant Messaging Security.cloud are available and are delivered through a single management portal.

More Information

Visit our website

<http://www.symantec.com/email-security-cloud>

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec protects the world's information, and is a global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment – from the smallest mobile device, to the enterprise data center, to cloud-based systems. Our world-renowned expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at www.symantec.com or by connecting with Symantec at go.symantec.com/socialmedia.

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