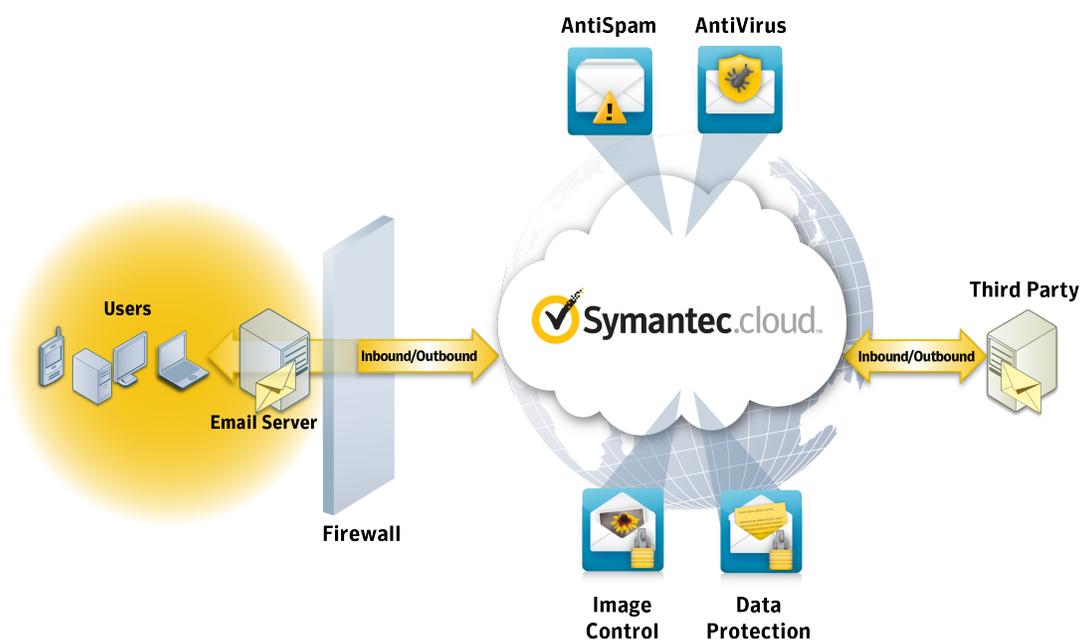


# Symantec™ Email Security.cloud

## Data Sheet: Messaging Security

Symantec™ Email Security.cloud filters unwanted messages and protects users from targeted attacks. The service has self-learning capabilities and Symantec intelligence to deliver highly effective and accurate email security. Encryption and data loss prevention help you control sensitive data. It supports Microsoft Office 365, Google Apps, on premises or hosted Microsoft Exchange, and other mailbox services, delivering always-on, inbound and outbound messaging security. It is designed to provide 100 percent protection against known and unknown email viruses and have a 99 percent spam capture rate,<sup>1</sup> as defined in the service level agreement.<sup>2</sup> Email Security.cloud helps protect organizations from email-borne viruses, malware, spam, phishing, targeted attacks, and bulk email, all while removing the complexities of on-site technology.



### Protection through intelligence

Email Security.cloud protection is built upon big intelligence, and Symantec is continuously learning from the significant volume 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 combination of intelligence gives Email Security.cloud visibility beyond just email into new and emerging threats which will allow it to deliver effective and accurate protection.

This intelligence is combined with Skeptic™, the Email Security.cloud proprietary scanning technology, which examines multiple attributes of an email to look for anomalies. It learns from what it sees and uses forward-facing heuristics to consider how any malicious content could be applied in an alternate way, invoking protection immediately.

1. 95 percent for emails with double byte characters

2. <http://www.symantec.com/about/profile/policies/services.jsp>

Enabled with Real-Time Link Following technology, it will track a link to its final destination and protect an organization from receiving email messages that contain links to malicious content. This protects against new and malicious URLs created to target an organization through phishing or spear phishing attempts, blocking the email before it reaches the inbox.

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### ***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 service level agreement (SLA) and supported by a global team of email security experts available and accessible 24 hours a day, seven days a week.

The Email Security SLA provides an aggressive set of metrics by which the service is monitored.<sup>3</sup> The SLA defines that credit back or other remedies are provided 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 these high standards for service quality and openly publish the results on the [Symantec website](#).

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### ***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 Email Data Protection and Policy Based Encryption give the privacy and control over email content that a business demands.

Email Data Protection identifies and controls confidential or inappropriate email content sent to or received by an organization. Simple policy templates help address your internal, legal, and regulatory compliance requirements. Easy to set up and maintain, this cost-effective service helps 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 while 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 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.

Granular policies help enforce Transport Layer Security (TLS) on email flow as well as trigger individual message encryption based on message attributes and content. Policy Based Encryption Essentials uses PDF push encryption to secure messages automatically based on pre-set policies. Both encryption methods are seamless to the user. Additional encryption methods and

<sup>3</sup>. <http://www.symantec.com/about/profile/policies/services.jsp>

customization are available with Symantec™ Policy Based Encryption Advanced, available as an add-on to the Email Safeguard service plan.

Email Image Control 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.

### **Email Security.cloud features**

#### **Cloud Security Platform**

- 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
- ISO/IEC 27001 certification covering people, processes, and technology
- ISO27001 and SSAE 16 accredited data centers

#### **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
- 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 Data Protection**

- Regulatory and compliance focused data loss prevention policy templates
- Enforce acceptable use policies
- Granular control by user, group, and domain
- Identify and control confidential or inappropriate content
- Scan within email header subject, body, and attachment

- File format-aware content scanning for attachments such as Office, PDF, and compressed file types
- Restrict by time, size, and number of attachments
- Predefined and customizable keyword dictionaries and expression lists
- Administrator, sender, and recipient notification options

#### **Email Image Control**

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

#### **Policy Based Encryption Essentials**

- Enforce email encryption based on pre-defined policies
- Secure PDF attachment
- Encrypt regardless of the recipient's technology
- No user behavior change
- Add Policy Based Encryption Advanced for additional encryption options and branding

#### **Available service plans**

##### **Email Protect**

Email Antivirus and Email Antispam, including Skeptic technology and Real-Time Link Following

##### **Email Safeguard**

All features of Email Protect plus Email Data Protection, Email Image Control, Policy Based Encryption Essentials, and TLS Encryption

Symantec™ Web Security.cloud is also available and utilizes a common management portal with Email Security.cloud.

## 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 Corporation (NASDAQ: SYMC) is the global leader in cybersecurity. Operating one of the world's largest cyber intelligence networks, we see more threats, and protect more customers from the next generation of attacks. We help companies, governments and individuals secure their most important data wherever it lives.

To learn more go to [www.symantec.com](http://www.symantec.com) or connect with Symantec at: [go.symantec.com/socialmedia](http://go.symantec.com/socialmedia).

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