



Small to medium-sized businesses

"From my perspective, the service has lived up to its promise and has removed a significant repair and recovery cost component from my ongoing network security budget."

General Manager Strategic IT,
Voyages Hotels and Resorts

For small to medium-sized businesses (SMBs), simply keeping up with today's new and emerging email threats, as well as the latest compliance requirements, demands continuous investment in hardware and software. Typically dynamic, SMBs are often fast growing and focused almost exclusively on core competency and competitive advantage. This can result in low spending on IT systems, resources and skills.

SMBs spend less than 1% of their IT budget on security, compared to a best practice benchmark of 5-10%*. However, with email at the heart of most business communications, it is important that you have complete confidence in the security of your IT – particularly when budget, resource and expertise are at a premium. The consequences could be costly in terms of the impact on IT staff, processing power and bandwidth, as well as on your organization as a whole.

At MessageLabs, we understand the business issues you face and our SMB package has been designed to help you address them. Using the world's leading messaging security and management services, our SMB package gives you an enterprise-level solution at a small business price. Providing up to 100% protection from viruses, spam and inappropriate content at one predictable annual cost – helping you combat all threats and meet legal requirements more easily.

Business risks

Email is a quick, simple and effective means of communication. It is also as legally binding as any other official document. However the risks it poses are real. Viruses, spam, identity theft and targeted blackmail campaigns all threaten business continuity, regulatory compliance, reputation and brand. The risk of non-compliance alone can be enough to irrevocably damage companies, leading to prosecution and heavy financial penalties. Also, unsecured communications and uncontrolled content can threaten your ability to comply, damage your relationship with clients, partners and suppliers, and diminish your competitive advantage.

The MessageLabs solution

A simple, convenient solution to sophisticated and dynamic threats

Fast-growing businesses frequently have limited ability to attract or retain highly skilled technical staff, and may lack the security skills to evaluate the available solutions as the issues become more complex. MessageLabs offers a service that is simple to set up and requires no hardware or software.

* Source: UK Department of Trade and Industry, April 2004.

“Our email has to be absolutely clean – that’s why the MessageLabs service is so vital to us.”

Corporate Marketing Manager,
Synergy Group

Business without interruption

Your board, auditors, insurers and suppliers demand business continuity. The MessageLabs service gives you confidence in your electronic communications, and your ability to mitigate the risks associated with virus and spam. MessageLabs provides world-class service level agreements (SLAs) guaranteeing that your organization is protected from email-borne threats, both known and unknown.

MessageLabs customers benefit from a full range of SLAs that guarantee service performance, service availability, email latency and fault response as standard. The MessageLabs Anti-Virus SLA has for many years provided 100% assurance that no known or unknown email viruses will pass through its service to a client’s network. MessageLabs has also announced an SLA for customers of our Anti-Spam service, guaranteeing businesses a spam capture rate of at least 95% and the assurance of a false positive commitment of 0.0004% (or 1 in 250,000 emails) over a calendar month. Giving your organization a simple way to evaluate the effectiveness and impact of MessageLabs services.

Focus on your core business

The MessageLabs managed service allows you to minimize your dependence on internal IT resource by using our expertise to ensure the integrity of your electronic communications, allowing you to focus resources on your core business.

Predictability

The ever-changing nature of email threats poses a major challenge to your network security. MessageLabs services remove this problem, providing fixed and predictable costs, and flexible contracts and terms. You don’t host your website, so why waste scarce resources to manage email protection when you can deploy the world’s leading service for a fixed and predictable cost?

Mitigating business risks

Information security must be an integral part of the risk management process. With the MessageLabs service you can:

- Ensure your business continuity with protection from virus, spam and identity theft
- Enforce your company’s acceptable usage policy by controlling both inbound and outbound email content
- Conduct business in confidence by securing and encrypting your electronic communications to comply with confidentiality requirements and protect competitive advantage

The MessageLabs services

Protect

MessageLabs Protect services mitigate the risks associated with known and unknown messaging threats, ensuring the continuity of your business communications. The services combat threats on a global level, providing multi-layered protection against all threats such as viruses, malware, spam and phishing scams. Operating at Internet level, the Protect services combine best-of-breed technology and techniques with proprietary Skeptic™ predictive technology from MessageLabs.

“No doubt about it, we’ve had fewer worries since we signed up with MessageLabs.”

IT Development Manager,
Cotton Traders

Control

MessageLabs Control services enforce Internet and email acceptable usage policies and ensure relevant regulatory and legislative compliance by controlling image and text-based email content in and out of your organization. The services are highly configurable for your messaging environment and allow for various sensitivity settings and routing options. This gives clients greater control over inbound and outbound content for enforcing policy while protecting confidential information and their company’s brand.

Secure

MessageLabs Secure services enable clients to ensure the confidentiality and integrity of their electronic communications. The services guarantee that communications and business information are securely encrypted while remaining transparent to end users and reducing internal administration and management resources.

MessageLabs expertise

MessageLabs is the world’s leading provider of messaging security and management services with more than 11,000 clients and 4 million users. Through our market-leading services, we offer the same level of service to growing businesses as we do to our largest clients.

With almost 9,000 SMB clients worldwide (between 1 and 250 email users), with more than 600,000 users between them, MessageLabs is the leading provider to fast growing and dynamic businesses around the world.



A trusted provider to leading industries (> 250 users)

Professional Services:	1,268 clients
IT Services:	1,070 clients
Manufacturing:	974 clients
Finance:	883 clients
Marketing/Media:	671 clients
Government/Public Sector:	353 clients
Transport/Utility:	288 clients
Retail:	272 clients
Building/Construction:	258 clients
Recreation:	232 clients

Your trusted business partner can deliver the MessageLabs service

SMBs buy on reputation, through trusted sources or a referral. MessageLabs has more than 800 business partners worldwide, including global systems integrators, value added resellers and associates, giving you the opportunity to work with a business partner you already trust.

What our customers say

"Our experience since deployment has been positive. As promised, the service detects and blocks both known and new viruses. The Insight reporting system also gives us a daily snapshot of mail throughput, potential virus source domains and senders. From my perspective, the service has lived up to its promise and has removed a significant repair and recovery cost component from my ongoing network security budget."

General Manager Strategic IT, Voyages Hotels and Resorts

"Our email has to be absolutely clean – that's why the MessageLabs service is so vital to us. Our business not only relies on communications; our business is communications, since we provide the information exchange medium between job candidates and clients."

Corporate Marketing Manager, Synergy Group

"No doubt about it, we've had fewer worries since we signed up with MessageLabs."

IT Development Manager, Cotton Traders

"For us the business case is quite simple: why struggle to achieve an expensive virus-free environment internally when you can buy in the MessageLabs service which offers 100% protection at a fixed and predictable cost?"

Head of Web Development, World Club Travel

Industry accolades

MessageLabs chosen as "Best Security Solution of the Year" SC Magazine 2004

In 2004 MessageLabs was a finalist for four SC Magazine awards, including Best Blended Security Solution, Best Security Service, the Blue Riband Award for Best Security Company 2004, and the prestigious Best Security Solution. MessageLabs won the Best Security Solution Award, one of the two Principal Awards of the evening, beating finalists including Qualys, RSA Security, and Symantec.

VeriTest Awards MessageLabs Anti-Spam Service a Five-Star Rating

The VeriTest Anti-Spam Benchmark Service awarded the MessageLabs Anti-Spam service the highest available five-star rating after observing an average capture rate of 99.29% and a false positive rate of 0.00% in the vendor tuned set of tests.

About MessageLabs

MessageLabs is the world's leading provider of messaging security and management services with more than 11,000 clients in more than 70 countries around the world. Delivered at the Internet level, across a global network of data centers, MessageLabs managed service scans a billion business emails each week, protecting companies from email threats, securing confidential information and enforcing email policies. MessageLabs services enable businesses to ensure the integrity of electronic communications and regulatory compliance, help manage and reduce risk, secure critical infrastructure and maintain the confidentiality of information.

For more information on the global leader on messaging security and management,
please visit www.messagelabs.com