SkyScan AV 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-Virus (AV) – Virus Scanning at a Higher Level

The flagship of the MessageLabs SkyScan portfolio is SkyScan AV, the most advanced anti-virus service in the world. Operating at the Internet level, SkyScan AV is a fully managed service, powered by a sophisticated global network of Control Towers. The result? Total peace of mind knowing your e-mail is virus-free.

How Does SkyScan AV Work?

SkyScan AV is a fully managed service that can be switched on in a matter of minutes, and requires no additional hardware or software from you. Once activated, all your inbound and outbound e-mail is re-routed through the MessageLabs Control Towers and scanned by four industry-leading scanners before being passed on to its final destination. Amazingly, the whole process has no discernible impact on e-mail delivery times – on average it takes under 1.5 seconds to process an e-mail – making it totally transparent to the recipient. Signature updates are automatically performed across the network every ten minutes and 'instant updates' are carried out in the event of a new outbreak.

What if a virus is detected? Simple. The e-mail is automatically stopped and held in quarantine for 30 days. The sender and administrator receive immediate notification, allowing appropriate action to be taken. That's it. Total protection.

So why do we pass e-mail through four industry-leading scanners? Because one is no longer enough. Standard anti-virus software is dependent on new signatures being available and downloaded, and even when fully up-to-date, will still miss at least 3% of viruses. SkyScan AV uses multiple scanners to provide total protection, comprising of Skeptic™, MessageLabs' own unique and patented technology, combined with traditional scanners from McAfee, F-Secure and VFind.
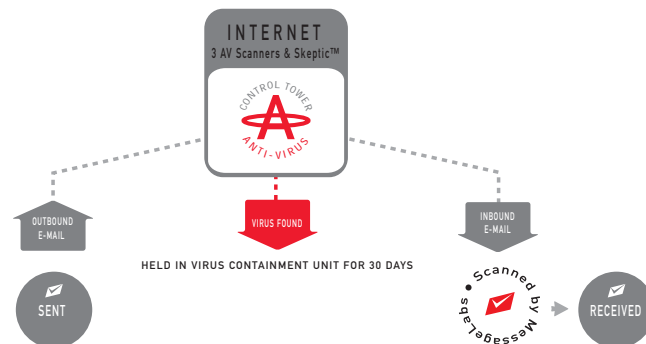
MessageLabs SkyScan AV in action

Skeptic™

Skeptic is MessageLabs' revolutionary, patented virus scanner that uses advanced heuristics to identify new outbreaks. It uses a constantly growing knowledge-base of virus techniques and behaviour to identify new viruses or new strains, without being dependent on the latest signatures (like traditional AV software). Skeptic's knowledge-base is compiled from years of experience in scanning large volumes of e-mail at the Internet level, and through close analysis of every virus intercepted by the SkyScan AV service.

This ground-breaking technology means that there is no longer the 'window-in-time' between a virus outbreak and downloading a new signature, a flaw which e-mail viruses have exploited so successfully in the past. In fact, since its introduction, MessageLabs has protected all its customers from every new virus outbreak, including the notorious Lovebug, Melissa, SirCam and the more recent Nimda virus.

SkyScan AV Business Benefits

- Fully managed service freeing up internal IT resources

- Requires no additional hardware or software from the customer

- No need to worry about downloading signatures – even at the time of a virus outbreak

- Ensures optimum protection – most businesses operate a single AV scanner which will miss at least 3% of all viruses

- Stops new viruses and variants even before new signatures are available

- Online service statistics and reports delivered through InSight (MessageLabs' customer extranet)

- Peace of mind knowing that your e-mail is clean and virus-free

Technical Support

Sign up for the SkyScan AV 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 24x7x365, 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 AV Features

- Uses 4 virus scanners – 3 commercial scanners (McAfee, F-Secure, VFind) and Skeptic™, our unique heuristics and rules-based scanner

- Signature downloads automatically performed every 10 minutes

- Skeptic uses artificial intelligence to detect new viruses

- E-mail traffic is monitored from our Global Operations Centre 24x7x365

- Dedicated customer support 24x7x365

- No discernible latency – an average e-mail takes under 1.5 seconds to process

- Delivered through a global network of Control Towers

- Each of the Control Towers in the global network can process over 10 million e-mails per day

- Virus-infected e-mail stored for 30 days and accessible in an emergency

- Notifications auto-generated to sender and administrator

InSight

InSight is the MessageLabs customer extranet which provides you with online service statistics and reports in real time, enabling you to see how SkyScan AV is performing for your business. From InSight you'll receive:

- Weekly reports which can be sent to any number of users within your organisation

- Data on viruses intercepted by day, week, month and year

- Statistics showing e-mail volumes and patterns by day, week, month and year including average scanning times

- Virus activity by individual user and company domain

100% Guaranteed

MessageLabs is the only company in the world to give you a 100% guarantee against known and unknown e-mail viruses – no other AV software vendor can even begin to match this offer. Since the introduction of the Messagelabs SkyScan AV service, not a single MessageLabs customer has received an e-mail virus. So, if you want a higher level of protection it's time you looked at SkyScan AV.

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 AV 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.

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ANTI-VIRUS