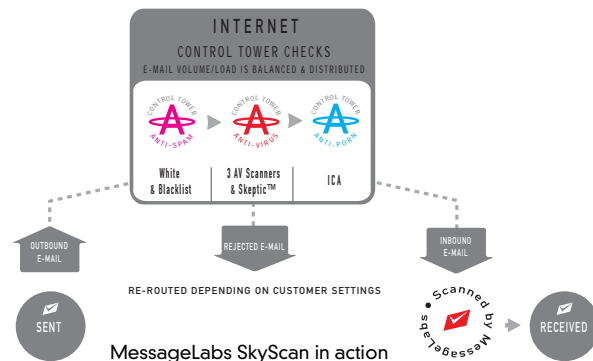# SkyScan Service Overview

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 – Total E-mail Security

Every business is now facing the challenge of enforcing an effective e-mail security policy. E-mail is now business critical but it also has the potential to compromise the operations of a business in a number of ways; downtime of IT systems, legal liability, loss of confidentiality, loss of reputation and reduced productivity. An effective policy ensures that e-mail is used productively and in the best interests of your business.

SkyScan provides a complete range of managed services working around the clock, around the globe on your behalf. The SkyScan services scan and monitor e-mail at the Internet level – leaving you with the peace of mind that comes with knowing your e-mail is free of any harmful or damaging content.

SkyScan Anti-Virus (AV)

The flagship of the MessageLabs SkyScan portfolio is SkyScan AV, the most advanced anti-virus service in the world. SkyScan AV operates at the Internet level and is powered by a sophisticated global network of Control Towers that scan millions of e-mails everyday. The result? A completely new approach to virus scanning which stops all viruses (known and unknown) before they come anywhere near your network.

How Does SkyScan AV Work?

All your inbound and outbound e-mail is re-routed through the MessageLabs Control Towers and scanned by four separate scanners; Skeptic™, McAfee, F-Secure and VFind. Skeptic is MessageLabs' proprietary heuristics and rules based scanner, the most advanced anti-virus technology in the world for identifying new viruses. 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. Amazingly, the whole process has no discernible impact on e-mail delivery

MessageLabs SkyScan in action

times – on average it takes under 1.5 seconds to process an e-mail.

As you'd expect from a total e-mail security system, signature updates are performed every ten minutes. Additionally, 'instant updates' are performed in the event of a new outbreak. If a virus is detected, it 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 virus protection. 100% guaranteed.

Since its introduction, MessageLabs has been the only company to protect all of its 500,000 customers from every new virus outbreak, including the notorious Lovebug, Melissa, SirCam and Nimda viruses.

SkyScan Anti-Porn (AP)

SkyScan AP uses the most advanced image recognition technology in the world. The Image Composition Analysis (ICA) technology detects such content as suspect poses, facial expressions, clothing and overall image content. Using artificial intelligence to analyse images, ICA expands its own knowledge and understanding of pornographic images with every subsequent scanning. It is an automated service, requiring no intervention from individuals and is fully customisable, allowing users to select the level of analysis they require.

In independent verification and testing, ICA technology returned success rates as high as 95% on 3,000 images and 99% on 36,000 images. This involved a number of different conditions and test criteria including pornographic, artistic and sporting imagery. The findings also suggest that because ICA uses neural technology, its ability to learn can only take it from strength to strength.

SkyScan Anti-Spam (AS)

SkyScan AS effectively stops unsolicited e-mail from entering your system by checking all incoming mail before it reaches your network. The SkyScan AS service is unique in that it allows you to set up your own filtering criteria – a combination of public and internal company white and blacklists. It also allows you to specify how all spam and suspect e-mail should subsequently be handled – freeing up your human resources, alleviating bandwidth issues and significantly reducing the demands made upon your valuable storage space.

You can choose either the TAG or BLOCK filtering option. If you choose to TAG, the e-mail header is amended to indicate suspected spam. You can then choose to re-route all e-mail marked as spam to a specific e-mail address, or implement an internal policy for employees. If you choose to BLOCK e-mail, then that is exactly what the SkyScan AS service will do. And nobody in your company sees a thing.

SkyScan ANTI-VIRUS | SkyScan ANTI-PORN | SkyScan ANTI-SPAM | SkyScan CONTENT-FILTERING

Technical Support

Sign up for the SkyScan 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 24x7x 365, 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 Key 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
- Artificial intelligence software to detect new viruses and pornographic images
- Filtering rules and patented technology to block all unsolicited e-mail
- Ability to customise all aspects of SkyScan services through InSight, the MessageLabs customer extranet
- The SkyScan Network and all 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
- Each of the Control Towers in the global network are capable of processing 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

SkyScan Business Benefits

- Fully managed service freeing up internal IT resources
- Requires no additional hardware or software from the customer
- No need to worry about viruses or downloading signatures – even at the time of a virus outbreak
- Ensures accurate detection of pornography, offering protection against legal-action, employee downtime and loss of hard-earned brand equity
- Reduction in e-mail volumes by reducing spam and thus demand on your Internet bandwidth and e-mail infrastructure
- Online service statistics and reports delivered through InSight (MessageLabs' customer extranet)

InSight

InSight is the MessageLabs Customer Extranet and your doorway to a wealth of management information. It provides you with online service statistics and reports in real time, enabling you to see how SkyScan is performing for your business. It also allows you to easily identify any trends in e-mail activity – and act upon them. From InSight you'll receive:

- Weekly reports which can be sent to any number of users within your organisation
- Data on viruses, porn and spam intercepted by day, week, month and year
- Statistics showing e-mail volumes and patterns by day, week, month and year
- Activity by individual user and company domain

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, AP, AS 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.