

Trend Micro™

Hosted Email Security

Stop spam. Save time. Sleep easy.

Email is mission critical, but spam and email-based malware volume is growing exponentially; it's difficult to keep up. At the same time, other critical projects are pending—like Voice over IP, adding infrastructure capacity and securing your mobile workforce—but that doesn't mean you can afford to neglect email security maintenance. Doing so will lead to a decline in your email security and spam-blocking effectiveness, which will inevitably lead to email delivery latency, mail server downtime, and even a major network outage.

Trend Micro Hosted Email Security is a no-maintenance-required solution that delivers continuously updated protection to stop spam and email-based malware before they reach your network. Hosted Email Security customers are covered by a contractually-binding Service Level Agreement (SLA). If we don't deliver, you're eligible for money back.¹

What Hosted Email Security can do for you

Stop spam: Rated #1 for antispam and anti-malware

- Includes technology rated #1 for antispam, according to independent testing by West Coast Labs²
- Includes technology rated #1 for anti-malware, according to independent testing by NSS Labs³
- Stops 99%+ of all spam and 100% of all email-based viruses—or you're eligible for money back

Save time: No maintenance required

- No maintenance required from IT staff since updates, patches and hot fixes are implemented 24x7 by Trend Micro security experts
- Simplifies management with end-user quarantine management, flexible policy creation, and detailed spam digest reporting (see Figure 1)
- Rapid deployment with automatic account creation and a simple redirect of the MX record

Sleep easy: Cost-effective protection from an industry-leading vendor

- Delivers up to 10x return on investment (ROI) when compared to on-premise email security products alone⁴
- Enables unlimited scanning capacity at a predictable cost, even as email volume grows over time
- More than 30,000 companies protected daily in more than 110 countries worldwide

PROTECTION POINT

- In the cloud

THREAT PROTECTION

- Spam
- Viruses
- Spyware
- Phishing
- Inappropriate content

“We signed up for the free 30-day trial license of Trend Micro Hosted Email Security and our spam problem disappeared overnight.”

Rico Horsley
Partner, Metro Law

Service Level Agreement Provisions	Hosted Email Security	Hosted Email Security: Inbound Filtering
Availability	100% uptime	100% uptime
Virus protection	Zero email-based viruses	Zero email-based viruses
Spam-blocking effectiveness	99% or better	N/A
False positives	No more than .0003%	N/A
Support responsiveness	Matches incident severity	Matches incident severity
Email delivery latency	No more than a one minute latency	No more than a one minute latency

¹ Money-back remedies are defined in the Trend Micro Hosted Email Security Service Level Agreement.

² West Coast Labs, Anti-Spam Comparison Report, January 2009.

³ NSS Labs, Endpoint Security Comparative Test, September 2009.

⁴ “The Business Benefits of Hosted Email Security for the SMB,” IDC, October 2008; and “Why You Should Consider Using Hosted Messaging Security,” Osterman Research, February 2009.

Powered by the Trend Micro Smart Protection Network

The Trend Micro Smart Protection Network scans, correlates and filters more than 20 billion website URLs, email sources, and files daily to stop emerging threats in real-time and continuously improve protection against known threats.

Hosted Email Security by the numbers

- **1,000+** Trend Micro security experts provide constant 24x7 global threat surveillance
- **30,000+** companies protected daily with Trend Micro Hosted Email Security
- **50+ million** nodes protected daily by Trend Micro across both hosted and on-premise environments
- **20+ billion** website URLs, email sources, and files scanned, correlated, and filtered daily
- **1.2+ terabytes** of data processed daily by Trend Micro datacenters around the world

Certified data privacy

We process emails without human intervention. We never store them for scanning purposes. And you can rest easy knowing that our datacenters are covered by privacy policies which meet the world's most stringent certifications.

North America data privacy certifications:

- SAS 70 Type II
- ISO 27001
- ISO 9001

European data privacy certifications:

- ISO 9001
- ISO 27001
- OHSAS18001 (LHR1)

What about spam and email retention requirements?

Trend Micro Hosted Email Security stops 99%+ of spam before it reaches your network, virtually eliminating the need to archive spam—and allowing your employees to do better things with their time.

What happens if my mail server goes down?

Trend Micro Hosted Email Security includes email spooling. If your mail server goes offline for any reason, we'll queue all inbound email for up to five days for delivery when your mail server is back online with no email being bounced back to senders.

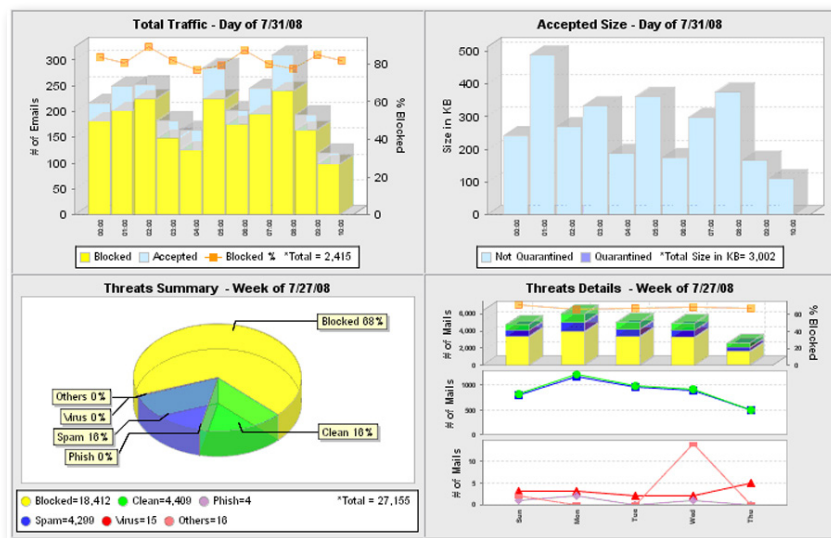


Figure 1: Detailed Reports Provide In-Depth System Insight

EXPAND YOUR PROTECTION

Small Business Security

- Worry-Free™ Business Security Advanced
- Worry-Free™ Business Security Services

Medium Business and Enterprise Security

- ScanMail for Microsoft® Exchange
- ScanMail for Lotus Domino
- Enterprise Security for Endpoints and Mail Servers
- Enterprise Security for Communication and Collaboration
- Hosted Email Encryption
- InterScan™ Messaging Security



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