

# M86 MailMarshal Service Provider Edition (SPE)

M86 MailMarshal Service Provider Edition (SPE) is a business enablement solution for Managed Service Providers and ISPs to offer complete end-to-end, hosted email security services to your customers. M86 MailMarshal SPE provides email filtering, anti-spam, anti-virus, encryption, pornographic image detection, policy compliance, email archiving and reporting services within a centrally managed, highly scalable architecture. It enables Service Providers to easily offer a wide range of email hosting services to any size business or SOHO customer, with a customizable user interface and tiered service levels.

## KEY FEATURES

- A complete hosted email security platform for Service Providers
- Industry leading anti-spam (with a 99.5% detection rate), anti-virus and email content security
- Significant recurring revenue opportunity through subscription business model
- Flexible pricing plans and opportunity to contract customers with multiyear service deals
- Modular service options and licensing
- Application Programming Interface for backend system integration
- Highly scalable and easy to manage
- Developed in consultation with leading service providers

## WHY OFFER MANAGED EMAIL SECURITY?

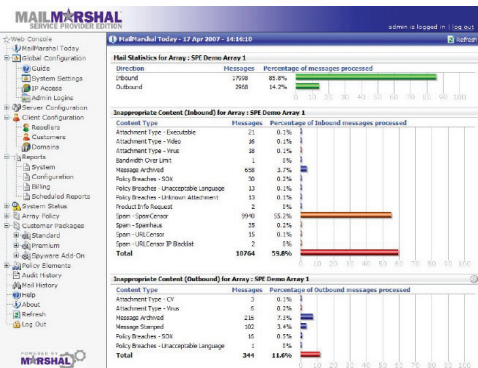
Email is the most prevalent form of business communication today. For many companies it is a mission-critical resource, vital to daily operations. However, as much as email has become the life-blood of business, spam, viruses, hackers and other negatives have tarnished email's effectiveness. These threats have degraded email to the point where many see it as a curse rather than a blessing.

Every year, companies spend billions of dollars on email security, anti-spam, anti-virus and other content protection technologies. Many of these technologies are out of reach for smaller businesses as they are either cost-prohibitive or too complex to manage in-house. Many small and medium-size businesses are looking to pass on the burden of in-house email security for the benefits and expertise of outsourced Managed Service Providers.

Respected industry analyst firm Frost & Sullivan predicts that managed email services will be worth US\$825 million by 2012 and will constitute more than 31% of the global email filtering market.<sup>1</sup>

M86 MailMarshal SPE is an email security solution that allows a Service Provider to host and provide email filtering services. With M86 MailMarshal SPE, Service Providers can offer customers access to high-quality, professional email security services that they would not normally be able or want to implement and support for themselves.

<sup>1</sup>Frost & Sullivan World Content Filtering Report - 5 Sep 2006



The Administration Web Console provides at-a-glance information about email traffic

YOURasp has been hosting and delivering Managed Security Solutions, Managed Exchange and Email Archiving since 2001 and needed a robust and scalable hosted email screening service to support these business tools provided by YOURasp.

**“Email screening is a critical part of our business offering to complement the services we currently host and we required a service that would support our extensive partner channel. We needed an efficient pay-as-you-go service from a trusted supplier, with a reputable scanning engine and out-in-the-cloud screening, cleaning and quarantining. Quite a few products were trialed before we settled on M86 MailMarshal SPE, but it was the only one that satisfied all our criteria.**

**M86 Security’s unique screening process categorizes email and then allows users to determine how that categorized email is to be further processed. It is this efficient and dynamic process that sets it apart from other out-in-the-cloud spam filtering services. We were also impressed with the local M86 Support Team who have been very responsive and provided us with direct access to their product architects and developers.”**

Alex Liffers, Chief Technology Officer, Yourasp

## SERVICE OFFERINGS

M86 MailMarshal SPE enables a range of hosted email services that can be tailored according to your requirements. These services may include (but are not limited to):

### Email Filtering

Anti-spam and/or anti virus email 'cleaning' services. Filter out spam, phishing, viruses, spyware, offensive content, DOS/DHA attacks and other unwanted content in customer email.

### Policy Control

Inbound and outbound email policy enforcement. This policy control can be tailored to almost any requirement. Common examples include blocking profane languages, oversized emails, emails with prohibited file type attachments, messages from undesirable senders or outgoing messages with confidential information.

Almost any conceivable policy is achievable based on who the sender or recipient is, the message size, attached files or analysis of text in the message subject line, body or even inside attachments. ISPs can offer pre-set levels of policy control or individually tailored policies for each customer – it is completely up to you as the service provider to choose the features and service levels you want to offer your customers.

### Archiving

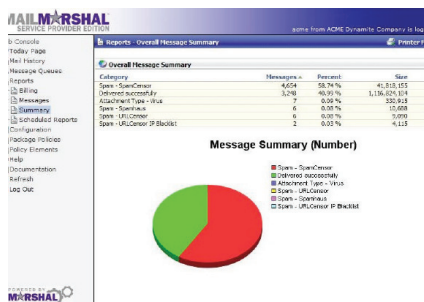
Retain all incoming and outgoing email for compliance purposes, disaster recovery and business continuity. Email archives are completely searchable by either the service provider or the customer, allowing emails to be quickly retrieved on demand. Retention periods are flexible depending on how far back you wish to offer archiving services for.

### Reporting

Provide customers the ability to produce their own email security reports, offering critical insight into the benefits of the services you are hosting. Customers can see how much spam has been filtered for them and how many viruses have been blocked. They can also view reports on a range of other services that they may subscribe to, such as which email accounts used profanity or who is sending the biggest email attachments. Reports offer scheduled, automatic generations services and email delivery.

### Encryption

Enable secure communications for customers through Public Key and/or TLS encryption. Provide managed secure email between groups of customers with certificate/identity validation services.



Customers can produce rich reports on demand or pre-select reports to be emailed directly to them on a scheduled basis

## SERVICE LEVEL COMMITMENTS

As a service provider, it is important to offer the highest levels of assurance and reliability to customers. M86 MailMarshal SPE is capable of supporting even the most stringent service level agreements, including:

### Uptime

A critical element of offering email services is availability. M86 MailMarshal's architecture can achieve network uptimes of 99.999%.

### Spam Filtering

M86 MailMarshal SPE can achieve spam blocking rates of 99.5% or better with a false positive rate of 0.001%. Customers can even define their own whitelists for domains and email addresses that should never be blocked as spam. Individual users can be granted access to manage their own spam quarantine folders.

### Virus Blocking

M86 MailMarshal SPE can utilize a range of virus scanners and spyware scanners, even operating multiple scanners together at the same time. Customers can be assured that 100% of known viruses can be blocked plus security policies can quickly be implemented to block new virus outbreaks before scanners are updated.

## TOP 10 REASONS TO CHOOSE M86 MAILMARSHAL SPE

- 1. Unique Service Provider Architecture**

M86 MailMarshal is a true email content security solution for deployment in large, multi-server environments. M86 MailMarshal's unique Array Manager architecture allows centralized administration/policy control and consolidated email handling across multiple email processing nodes.
- 2. Performance, Scalability and Redundancy**

M86 MailMarshal is used in very large user environments supporting over 150,000 users. Its ability to link multiple email servers together into clustered, load-balanced arrays provides service providers with a platform capable of managing hundreds of thousands of email accounts and millions of emails per day.

M86 MailMarshal is not only highly scalable it is also redundant by design. Email processing nodes can continue to run for extended periods while disconnected from the Array Manager or SQL logging servers. Nodes can be connected in load-balanced, redundant arrays ensuring "always on" availability while allowing for maintenance and support.
- 3. Comprehensive Policy Management**

M86 MailMarshal SPE is one of the most comprehensive email security solutions available, able to implement the most sophisticated policies. It can identify and strip attachments and analyze the text in the header and body of emails as well as any attachments. It can deal with spam in a multitude of ways and can even allow customers to reject oversized messages or deny delivery of messages addressed to invalid email accounts.

#### 4. Flexible Customer Administration

M86 MailMarshal SPE enables different levels of administration access. This can include the ability to schedule reports or alter rules and release quarantined messages.

The M86 MailMarshal LDAP agent allows automated synchronization of user account information from the customer's site over secure HTTP. This lowers administrative overhead for the service provider and enables staff to focus on more productive tasks.

#### 5. Easy Service Provider Administration

Service Provider staff will find it easy to manage multiple customer domains and servers with a centralized management console. The M86 MailMarshal Array Manager makes it easy to manage policies, user accounts and messages spread across multiple servers.

Comprehensive logging assists with diagnostics and troubleshooting, while administrative auditing allows you to track who has made changes, when and what was changed. Billing and accounting systems can be integrated through exporting of reporting and logging records. M86 MailMarshal SPE also supports an API for full integration with external applications, such as those for billing and provisioning new customers.

#### 6. Best-in-Class Content Security

M86 MailMarshal's content filtering engine recursively unpacks archive files, detecting viruses and inappropriate content. It identifies file types by their characteristic signatures rather than using less reliable methods like file extensions. Lexical analysis combines Boolean logic operators, regular expressions, weighted scoring and increasing/decreasing multipliers for absolute flexibility and thorough content analysis.

M86 MailMarshal's content filtering engine is not only one of the most complete, it is also the fastest. Multi-threaded message processing allows M86 MailMarshal to achieve throughput rates that are at least twice as fast as our nearest competitors on equivalent hardware.

#### 7. Leading Anti-Spam Engine

M86 MailMarshal uses a layered, multi-faceted approach to spam detection that we call "Defense-in-Depth". It is not reliant on any one technology but instead combines multiple anti-spam methods together into a heuristic solution, ensuring M86 MailMarshal's ability to detect the full spectrum of spam, including new spamming techniques.

M86 MailMarshal routinely achieves spam detection rates of 99.5% or better with extremely low false positives in the range of 1 in 100,000 messages. Completely customizable, M86 MailMarshal can not only handle spam differently for different customers depending on their requirements. It can also be tuned with whitelists by customer domain and individual user account.

M86 MailMarshal SPE provides a comprehensive end-user spam management system called Spam Quarantine Manager (SQM). SQM enables users to see personalized reports of blocked spam messages and release messages from quarantine on their own authority. This eliminates instances of false positives being 'lost' and alleviates the need for administrators to release messages.

#### 8. Flexible and Comprehensive Reporting

M86 MailMarshal SPE provides extensive reporting capabilities for both customers and service administrators. Schedule automatic generation of reports or run reports on demand. Customers can have reports automatically emailed to defined email addresses. Reports can cover a range of criteria including bandwidth, cost apportioning, rules triggered, reports by domain, user, customer, and customer group or department.

#### 9. Chosen by Enterprises and Service Providers the World Over

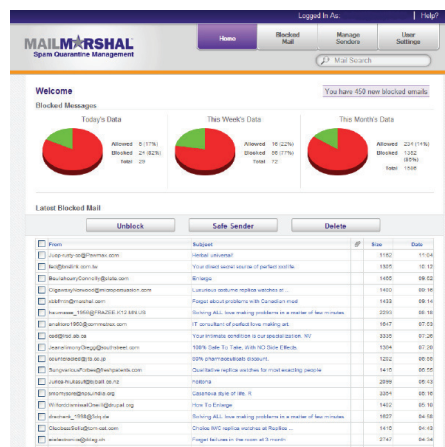
M86 MailMarshal is used by more than 18,000 companies around the world; protecting over 7 million users. Our customers include 40% of the Global Fortune 500 companies.

M86 MailMarshal has been in use with many service providers for years. Service Provider Edition has been developed with close input and feedback from service providers and is regularly updated with new features advocated by customers.

#### 10. Backing from a World Leader in Email Security

M86 is a proven global technology leader in the email and Internet content security market. With 11 years of industry operation, over 18,000 customers, consistent growth and profitability, a track record of product excellence and quality customer service, M86 is a strong technology partner for any Service Provider. In a recent survey of M86 customers, more than 96% said that they would recommend M86 solutions to others.

Respected research firm Frost & Sullivan highlights our history in developing "state-of-the-art technologies".<sup>2</sup>



The Spam Quarantine Management system allows a customer's end-users to view spam messages which have been blocked for them, provides reports illustrating the percentage of spam in their incoming email and, if necessary, allows them to release blocked messages that they want to receive.

<sup>2</sup>Frost & Sullivan World Content Filtering Report

M86 MailMarshal SPE is the culmination of years of industry experience, customer feedback and close consultation with Service Providers to develop a solution with the tools you need. We believe no other vendor has more to offer when it comes to enabling and supporting managed email security services.

“M86 MailMarshal SPE is a huge step in the right direction in finally providing Service Providers with an easy to manage centralized interface for what has always predominantly been an Enterprise software solution. It also offers a number of great features that no other vendor can offer for the service provider market”

Brett Salovy, Gm,  
The Internet Solution

## ABOUT M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. The company's appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 24,000 customers and over 17 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advance threats, secure confidential information, and ensure regulatory compliance. The company is based in Orange, California with international headquarters in London and development centers in California, Israel, and New Zealand.

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### TRY BEFORE YOU BUY

M86 Security offers free product trials and evaluations. Simply contact us or visit [www.m86security.com/downloads](http://www.m86security.com/downloads)



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