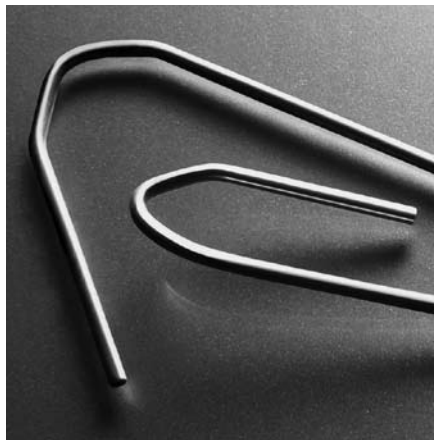


BlackSpider Security. Everything you demand.

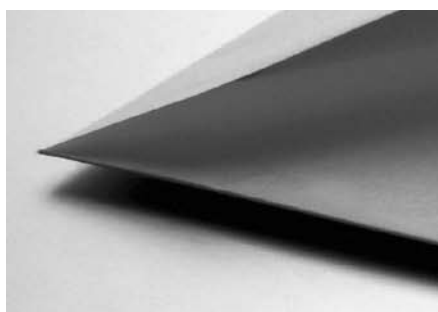


On-demand email and web security services **Turn it on**



The burning email and web security issues threatening organisations

The Internet is an integral and critical part of all organisations' communications processes – internally and externally. But as our reliance on the web has grown so have the security threats associated with it. Organisations face very real risks to their communications infrastructure from viruses, spam, blended threats, and offensive content. And these threats are growing incessantly.



The facts speak for themselves:

- 50% of the biggest security breaches suffered by companies in the past two years were due to infection by malicious programmes, according to the DTI's 2006 Internet Security Survey.
- The burgeoning trend of web-based threats including viruses, spyware, trojans, phishing and pharming means organisations are now facing attack on multiple fronts.
- Viruses can cripple key systems for more than a day while companies clear up and the worst outbreaks can take up to 50 days to fix, according to the survey.
- Spam levels continue to grow unabated – now over 70% of email is junk.
- The distribution of illegal or inappropriate content exposes organisations to legal liabilities and commercial risk.

All of these factors are set to stretch IT infrastructure, resources and expertise to the limit.

Security issues evolve continuously, and businesses and organisations must evolve with them. BlackSpider Technologies' on-demand security services are the ideal solution to tracking evolving security issues, providing you with the very best protection, while reducing your total cost of ownership and improving the quality of service to your users.

Who we are

BlackSpider Technologies has a single focus – to provide the very best security services possible. Our on-demand security services can be protecting your organisation from all Internet threats, both known and unknown, within hours.

Founded in 2002, BlackSpider Technologies is Europe's fastest growing on-demand security services company. We have offices in the UK, France and Germany; and protect more than 2,500 organisations across 43 countries, including O2, TNT, Argos, LogicaCMG, HMV, Salvation Army and Panasonic.

We are committed to helping our customers solve all their Internet security issues, affording them the highest levels of protection available at a cost-effective, transparent and predictable price.

We achieve this through our integrated suite of on-demand security services, which thwart all email and web-based threats before they reach an organisation's network. The total cost of providing this protection is minimised with our on-demand service, as you will spend less time and money on your

Internet security. You will benefit from improved quality of service with our service level agreements, and greater control of your infrastructure.

And because we manage email and web security for so many customers, we have excellent visibility of current threats and, crucially, emerging threats. Which means we are always one step ahead when it comes to protecting your organisation.

Our highly available email and web filtering infrastructure is purposely designed for on-demand security services. Since BlackSpider's inception in 2002, we have put more than 50 years' worth of research and development into our technology. And we haven't finished yet. After all, the investment we continually put into our business brings direct benefits to yours.

On-demand in demand

On-demand services increase protection from Internet threats, reduce the total cost of ownership of an email and web security solution and guarantee a better quality of service.

Here's why businesses and organisations are turning to BlackSpider's on-demand services:

- Reduction in IT costs
 - No need for hardware, or software licenses
 - Reduced administration time
 - No implementation or operational risk
 - Provide economies of scale
- Comprehensive SLAs
 - Guaranteed results
 - Financial reimbursement if we fail to deliver on our promises
- Increased protection
 - Real-time service improvement to counter evolving threats
 - Improved end-user productivity
 - Reduction in legal exposure

How we solve email and web security



Infrastructure

BlackSpider's on-demand services are designed to ensure our customer's IT teams provide their organisation with the very best email and web security solution, and their end users with the best possible experience.

We guarantee the results that our customers want. Which is why we offer Service Level Agreements so our customers know exactly what to expect from BlackSpider, including:

- 100% virus protection (BlackSpider has never let a virus through)
- 99.999% availability
- 5 minute policy propagation and message review
- Latency guarantee – it takes a maximum of 30 seconds for us to process an email; usually no more than 3 - 4 seconds

From the moment a customer joins us, we can have them up and running in a matter of hours. And once enrolled with us, a customer can add thousands more users to the service instantly.

Support

Customer support is something that is all too often present when you first buy a service, but fades once the business is secured.

We are proud to be different at BlackSpider. We take the time to understand the business objectives of each customer and are flexible enough to make sure we meet their needs. Each customer has access to our 24 x 7 x 365, ITIL certified multi-lingual support team, ensuring there is help at hand whenever they need it.

In addition, a member of the support team is assigned to each customer so that the excellent customer service continues throughout their time with us. It also helps us keep track of their business objectives as and when they change, so we can make recommendations to tailor our service to best support their business.

It's a simple policy but one that works: 99.5% of our customers renew their contracts with us (of those that do not, most have undergone mergers or acquisitions), while 95% of our customers say they would recommend BlackSpider's on-demand services.



WINNER

IT SERVICES SUPPLIER OF THE YEAR



The on-demand platform

BlackSpider's on-demand platform brings inherent benefits to our customers.

Our on-demand services are quick and easy to implement, and scalable from 25 users through to the largest enterprise.

There is no need to install, maintain or upgrade hardware or software with our service.

And our flexible policies can play an integral role in our customers' disaster recovery plans:

- We connect to our customers through their main and back-up server. In the unlikely event that all their servers fail, our on-demand disaster recovery service will store emails for up to seven days.
- Our global delivery network of 6 data centres in 5 countries across Europe and America allows us to provide high availability for our customers; ensuring fast, uninterrupted delivery of emails.



And our online portal has been designed to make it as easy as possible for our customers to manage and control their email and web security from one simple to use interface. The BlackSpider portal enables real-time, simple creation and configuration of highly flexible security policies and detailed message tracking and reporting. Policies can be set per domain, per group and per user. Our flexible reporting structure allows users to gain access to real-time information, at any level of detail they require and all in a downloadable format.

□ On-demand email security

BlackSpider MailControl Anti-Virus

Comprehensive, proactive virus protection with intelligent threat prevention to thwart zero-day malware.

BlackSpider MailControl Anti-Virus integrates the best available technology to identify and block all known and new email-borne viruses.

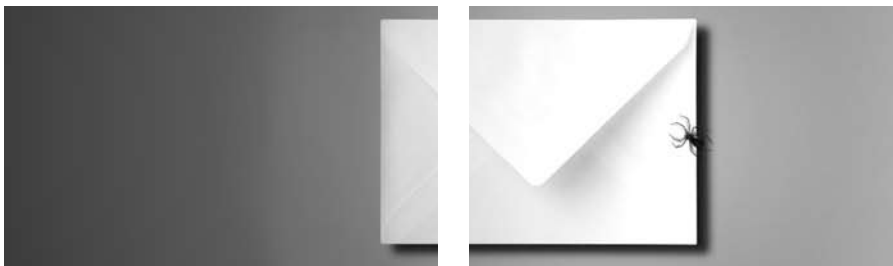
It unites the power of three commercial anti-virus engines to guarantee 100% protection against all known email viruses. And it combines this with BlackSpider's unique intelligent threat prevention technology, Huntsman, to give our customers the fastest possible protection against new and evolving viruses by recognising and blocking them during the 'window of exposure' – the critical period when a new virus can propagate before a patch is developed by anti-virus vendors. And because Huntsman uses private rather than public heuristics technology, it cannot be

tested by hackers, meaning they cannot write malware to circumvent it.

This four-tier level of protection outperforms any individual product-based solution at an affordable fixed cost, and without the hassle of additional hardware or software.

Flexible online policy management tools also enable our customers to manage security in the way that best suits their business – giving them the ability to change settings in real-time, manage quarantined email and track messages.

All this protection and convenience is available at an easily managed price per user, delivering maximum protection at minimum cost.



□ On-demand email security

BlackSpider MailControl Spam

The mail you want,
when you want it.

BlackSpider MailControl Spam is an integrated service that blocks over 98% of all spam.

It intelligently identifies and filters all junk email before it reaches an organisation's network – so they receive only the mail they want.

The rapid growth in unsolicited bulk email is placing unprecedented strain on existing IT infrastructures. In addition to being irritating and often offensive, spam creates avoidable direct and indirect costs to an organisation – including bandwidth, email processing, disk storage and back-up costs. As well as reducing IT personnel and end-user productivity.

By blocking unwanted email before it enters our customers' networks, BlackSpider MailControl eliminates the soaring cost of spam. It also eradicates the potential legal liabilities of unwittingly exposing employees to offensive content.

Spam filtering is a complex and laborious task. Protecting against the latest spamming techniques while at the same time facilitating the delivery of legitimate emails takes specialist skills, time and resources that many IT organisations are simply too stretched to provide.

Based on adaptive self-learning technology, MailControl Spam's performance improves with use as it understands more about what our customers identify as junk emails. It even provides end-users with self-service capabilities to manage their own spam, reducing their dependence on IT support – which makes them more productive while reducing the strain on IT teams.

BlackSpider's Internet research teams also continually fine-tune performance – keeping detection rates consistently high and false positives at a negligible level. This makes MailControl Spam a dynamic and effective solution to a perennial problem – it's the only truly effective way of blocking spam for good.



□ On-demand email security

BlackSpider MailControl Content

A managed service that enables you to define, enforce and monitor your entire email usage policy.

BlackSpider MailControl Content is a highly flexible, configurable service that enables our customers to proactively and effectively enforce their email usage policy. MailControl Content monitors, manages and reports on all emails entering and leaving an organisation's network.

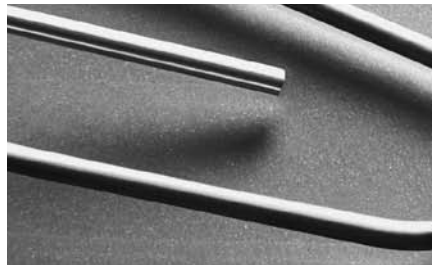
It prevents the unnecessary waste of valuable resources by blocking unwanted or non-business related emails before they reach the network. This promotes efficiency by permitting the delivery of only the information that the organisation needs. For example, emails containing large file attachments such as multi-media files may not be business related yet consume large amounts of resources, including bandwidth and disk space.

BlackSpider MailControl Content applies flexible, granular, lexical rules to all incoming and outgoing messages that can be configured to protect an organisation's business interests.

It can ensure that employees are not abusing email privileges or sending and receiving potentially damaging material that may expose the organisation to legal liabilities or commercial disadvantage. Organisations can block or monitor messages that contravene usage policy and have the option to notify senders, recipients or a line manager.

An employer has a legal responsibility to protect its employees from exposure to emails containing inappropriate or offensive material. MailControl Content allows emails to be compared against lists of profanities and blocks the delivery of unsuitable messages.

Simple, online management and enforcement of an organisation's email usage policy can be tailored to meet the particular needs of individual users or groups. And with comprehensive reporting capabilities, our customers are always in control and 'in the know' with MailControl Content.



□ On-demand email security

BlackSpider MailControl Encryption

Secure email for the extended enterprise.

BlackSpider MailControl Encryption is a policy-driven email encryption service that allows our customers to exchange secure emails with external organisations. It also allows customers to send ad-hoc encrypted emails to individuals, creating the email equivalent of the “Chip and Pin” security process.

MailControl Encryption enables the secure delivery of email between organisations by creating secure email ‘communities’. This is achieved by using a standards - based TLS protocol that automatically encrypts the communication tunnel between MailControl users and the recipients specified in the policy. This allows email administrators to establish and enforce company policy governing which organisations - or individuals within organisations - need to have secure email communications.

Encrypted emails can also be sent to individuals outside of the TLS encryption policy; by using pre-defined triggers in the email subject line or by simply using the ‘sensitivity headers’ within the email client. The recipient uses

a secure web-based connection to access the email held in a quarantine store on BlackSpider’s network, using a password - or PIN.

And because MailControl Encryption integrates seamlessly with all BlackSpider MailControl services, all encrypted emails are subjected to the same stringent MailControl checks – anti-virus, spam and content filtering – as regular emails before they can be sent. This ensures that a customer’s existing email security policy is enforced.

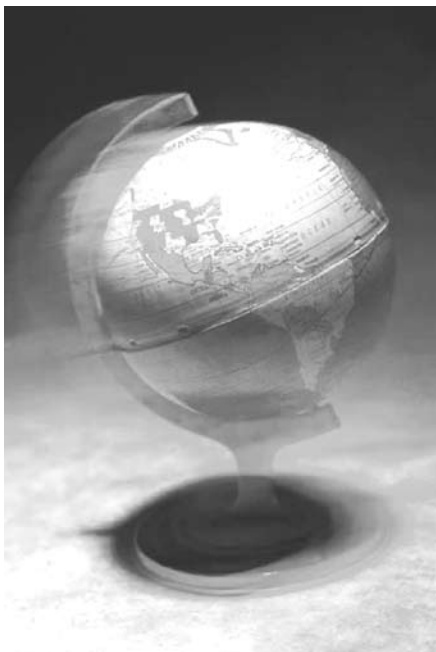
MailControl Encryption is simple to set-up and requires no additional hardware or software; and its simplicity means users do not require training to use the service.

The service is of particular benefit to organisations that must comply with regulations demanding the protection of data in email communications, making MailControl Encryption particularly relevant to financial services, healthcare and legal professions, and any organisation that handles sensitive data.



BlackSpider WebDefence

Protects against web threats and allows businesses to define and enforce how and when employees use the Internet.



BlackSpider WebDefence is a web filtering service that also integrates with all BlackSpider MailControl services to combat blended threats which attack via the Internet and email.

WebDefence is comprised of two modules. WebDefence Threat Manager protects networks from burgeoning web based threats, such as viruses, spyware, trojans, worms and other pernicious malware. It uses anti-virus and anti-spyware filters to remove known malware, and also uses Huntsman intelligent threat prevention to scan web traffic and block suspicious activity, providing an extra level of protection.

WebDefence Access Manager allows organisations to define and enforce how and when employees use the internet. Organisations can determine which URLs can be accessed by employees and at what time of the day. This protects employees from illegal or undesirable content and minimises recreational web surfing; and protects organisations from the legal liability of having illegal content on the network. Access Manager includes a database

of millions of URLs which have been categorised in more than 60 groups.

In addition, integrated bandwidth management ensures that the downloading of large files or accessing streaming media does not affect the performance of an organisation's network.

WebDefence is the only on-demand web filtering service that has been designed specifically to integrate closely with a mail filtering service, meaning IT managers can manage email and web policies from a single online portal. It also facilitates the simple management and reporting of web and email defences.

It combines with BlackSpider MailControl and BlackSpider's Huntsman intelligent threat prevention technology to heuristically analyse and share threat data from web and email communications. This holistic approach ensures all defences are updated in real-time and threats are scanned from the largest possible body of data.



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About BlackSpider Technologies

BlackSpider Technologies (www.blackspider.com) is Europe's fastest growing on-demand security services company.

Its award-winning MailControl and WebDefence on-demand services filter 'in the cloud' to protect organisations from all known and new email and web-based threats, such as spam, viruses, spyware, phishing/pharming attacks, and inappropriate content before they reach an organisation's network. Its services also allow organisations to control employee web access; and encrypt email for secure extended enterprise communications.

BlackSpider services reduce the total cost of ownership so an organisation spends less time and money on email and web security, while delivering an exemplary quality of service with guaranteed results.

BlackSpider delivers its on-demand services to more than 2,500 companies in 43 countries, including O2, LogicaCMG, Atkins, Argos, Misys, Eversheds, Johnson Matthey and Panasonic.