



■ MailControl Content Technology Overview

BlackSpider MailControl Content is a flexible and cost-effective on-demand email content filtering solution that puts you in total control of your corporate email policy and reduces overall cost-of-ownership.

MailControl Content gives enterprises added flexibility in managing inbound and outbound email. It enables you to filter inappropriate messages that may be malicious or which may unduly load the network infrastructure.

Its flexibility and ease of operation allow more time for managing email policy to maximise security, productivity and compliance.

It also integrates seamlessly with BlackSpider MailControl Anti-Virus, Spam and Encryption services, to provide the most complete and effective email security and management solution available today.

Improved Manageability

MailControl Content is a managed service that operates outside corporate networks to provide total security, guaranteed reliability and the latest in content-filtering expertise.

There's no requirement for ongoing investment in infrastructure, upgrades or support - and integrating new sites into the organisation's policy framework is straightforward, further reducing deployment time and costs.

Perhaps most important of all, organisations can implement content filtering without adding additional points of failure at the Internet gateway.

Powerful, Intelligent Content Filtering

At the core of MailControl Content is a powerful content filtering engine that is fully configurable to the specific needs of the organisation.

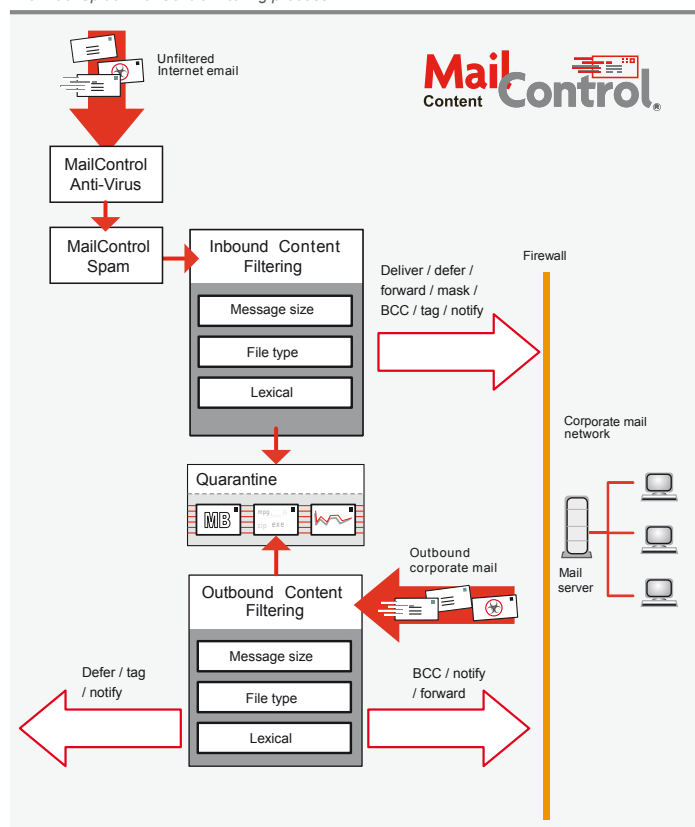
MailControl Content employs a range of sophisticated techniques, including blocking and masking, to identify and deal with attachments according to a defined security policy.

The delivery of large files can also be blocked, parked for viewing in the BlackSpider portal or delayed to suit the traffic patterns of the business, optimising network performance.

If authorised by their administrator, end-users can see which files have been quarantined without IT organisation assistance.

MailControl Content also provides highly sophisticated lexical analysis of messages to automatically filter offensive terms in multiple languages. Just as important, enterprises can define words, terms and phrases relating to privacy, confidentiality and legal or regulatory compliance, giving the business a highly effective layer of corporate security.

The BlackSpider MailControl filtering process





Simple, Effective Administrator Control

The secure BlackSpider portal is designed for simplicity and speed of use, enabling administrators to concentrate on monitoring and enforcing email policy.

It provides a range of features - including message tracking, easy viewing and management of quarantined mails and spam - that directly support the ability to implement and measure email policies effectively.

Alongside these is a powerful reporting system that adds a new dimension to email management capabilities. Identifying those individuals who may be breaking the organisation's policies is rapid and precise. Administrators can also accurately quantify a range of datasets that are highly relevant to policy-refinement, including email volumes and the traffic of different file-types by numerous criteria such as time, department or user.

Key Benefits of MailControl Content

- Intelligent filtering of both message content and attachments
- Commercial and legal security
- Management information for policy refinement
- Enables focus on enforcement and monitoring, not maintenance
- Maintains up to date protection against growing risk of email misuse
- 24 x 7 Managed Service for guaranteed continuity
- Integrates with Anti-Virus and Spam and WebDefence for total protection against email and web threats

Key Features of MailControl Content

Management & General Features

- ✓ Online customer management portal
- ✓ Online real-time policy management
- ✓ Portal access control model, allowing different users different levels of access
- ✓ Management dashboard providing a snapshot view of the service
- ✓ Online management of quarantined email
- ✓ Quarantined email held for up to 30 days
- ✓ Quarantined email can be viewed and released by the administrator
- ✓ Administrator view of all message logs and delivery reports
- ✓ Customisable HTML and plain text annotations available for individual users or groups of users on inbound and outbound email
- ✓ Group users to apply policy and rules
- ✓ End-users able to safely view quarantined messages through a web interface
- ✓ Integrates with all BlackSpider MailControl and WebDefence services for common policy definition management and reporting tools

Reporting

- ✓ Management reports on the volumes of messages processed
- ✓ Management reports, summarising policy violations

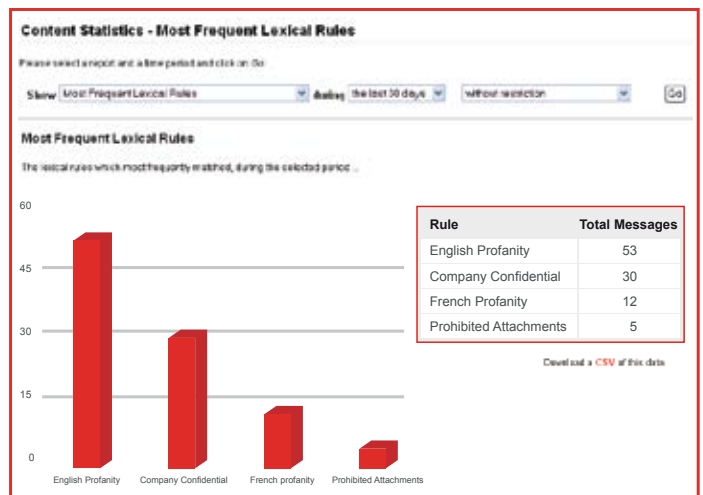
User and Group Management

The service is highly flexible to individual business needs, with capabilities to set permission thresholds for individual users and departments.

MailControl Content also brings simple efficiency to rationalising different internal address formats for external presentation. This can be important, for example, to migrate domain names following acquisition, or to maintain privacy. A highly flexible aliasing function means email addresses can be rewritten and managed to comply with company standards.

Email identities of individuals can be managed for external audiences - for example, by creating groups such as helpdesk@mycompany.com, or forming distribution lists.

BlackSpider MailControl Content example report



Notification

- ✓ Customisable notification of sender, recipient and administrator if a message fails the content filtering rules
- ✓ Include in the notification a URL link to the portal with a view of the message and the reason it was quarantined
- ✓ BCC administrator / manager email that violates configured policies

Content Filtering

- ✓ Block email containing attachments, by attachment type (e.g. .tif, .jpg, .mp3)
- ✓ Re-write attachment file extension to prevent accidental execution
- ✓ Block email based on message size
- ✓ Defer email based on message size for delivery at a later time (e.g. outside of business hours)
- ✓ Block email containing pre-defined patterns in the subject and/or body
- ✓ Create private word lists
- ✓ Block email based on multiple word lists, including profanity
- ✓ Create aliases and distribution lists
- ✓ Perform address rewriting inbound and outbound (e.g. john@sales.acme.com = john@acme.com)
- ✓ Park large attachments for online viewing



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