

# Industry Leading Service Level Agreement

MessageLabs



Hosted services enable organizations to lower total cost of ownership and simplify administration by replacing on-site hardware and software with infrastructure managed by a service provider in the cloud.

As with any service arrangement with a third party, it's critical to know what you're paying for. One way to tell hosted service providers apart is by looking at the targets and redress policies that are outlined in their Service Level Agreement (SLA).

MessageLabs has spent more than a decade developing highly accurate, effective, and reliable hosted services for securing and managing information delivered via email, Web, and instant messaging. We have invested heavily in proprietary heuristics for detecting malware and spam, a global infrastructure presence with 14 data centers spread across 4 continents, redundancy within and across our service delivery sites, and high quality technical support delivery. Together, these investments enable us to offer an aggressive, comprehensive and industry leading Service Level Agreement.

## HOSTED EMAIL SECURITY

### Protection from spam and virus threats

New threats are evolving every day, and traditional signature based scanning simply isn't enough. MessageLabs Hosted Email Security services use a multi-layer approach to delivering advanced protection that combines traffic and connection management with three commercial virus scanning engines, a commercial spam detection engine, and our proprietary heuristic technology called Skeptic™.

Our Service Level Agreement provides money back or other remedies if the following performance levels are not met:

- **Antivirus Effectiveness** – 100% protection against known and unknown email viruses
- **Antivirus Accuracy** – no more than 0.0001% false positives
- **Antispam Effectiveness** – 99% spam capture (95% for email with Asian characters)
- **Antispam Accuracy** – no more than 0.0003% false positives
- **Email Delivery** – 100% email delivery
- **Latency** – average email scanning time within 60 seconds
- Availability – 100% service uptime

## HOSTED WEB SECURITY

### Protection from Web-based malware

The Web has become the primary vector for malware delivery and cyber criminals now frequently deploy converged attacks that use email and instant messaging to drive traffic to infected sites. MessageLabs Hosted Web Security uses multiple commercial virus scanning engines along with Skeptic™ heuristics to provide a protected surfing experience on the Web.

In addition, deployment across our global points of presence and intelligent caching capabilities allow us to deliver quality service with minimum latency.

Our Service Level Agreement provides money back or other remedies if the following service performance levels are not met:

- **Antivirus Effectiveness** – 100% protection against known web viruses
- **Latency** – average web content scanning time within 100 milliseconds
- **Availability** - 100% service uptime

## SUPPORT YOU CAN COUNT ON

### Complimentary global telephone support

For us, service excellence means more than simply providing a high quality product that is effective and easy to use. It also means looking at the entire customer experience including support. This is why we continue to deliver global 24 x 7 support to customers through a dedicated team of hosted services specialists who regularly achieve satisfaction scores above 95%<sup>1</sup>. In addition, we include support in every customer subscription at no additional cost.

Our Service Level Agreement covers defined response times for critical, major, and minor calls.

## DON'T JUST TAKE OUR WORD FOR IT

We're proud of our service level targets, and we track our own performance closely. Below is actual recorded data from the past 6 months that shows how we have performed for over 9 million users across more than 100 countries.

### Service Level Agreement Performance: March to August 2009

| Service Level                        | Target Level                | Actual       |
|--------------------------------------|-----------------------------|--------------|
| Antivirus Effectiveness <sup>2</sup> | 100%                        | 100%         |
| Antivirus Accuracy <sup>3</sup>      | No more than 0.000100%      | 0.000007%    |
| Antispam Effectiveness               | Over 99%                    | 99.999967%   |
| Antispam Accuracy                    | No more than 0.000300 %     | 0.000005%    |
| Email Latency                        | Scan time within 60 seconds | 14.8 seconds |
| Web Latency                          | No more than 100ms          | 56.1ms       |

<sup>1</sup>Based on regular customer survey and feedback sessions from those who have opened tickets with MessageLabs support

<sup>2</sup>Effectiveness is defined as the percentage of actual threats blocked

<sup>3</sup>Accuracy is defined as proper threat categorization and blocking