



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

Hosted Email Security protects Microsoft Exchange, Microsoft Office 365 and other hosted email solutions.

WHAT HOSTED EMAIL SECURITY CAN DO FOR YOU

Stops spam

- Helps you reclaim productivity and bandwidth
- Rated #1 for stopping spam and phishing attacks, achieving the highest catch rates in [independent competitive tests by Opus One](#)
- **99%+ spam blocking** with no more than .0003% false positives and zero email-based viruses

Saves time

- Helps free your time to implement critical business initiatives
- No maintenance required since Trend Micro experts continuously implement all updates, patches and hot fixes 24x7
- Spam quarantine managed by end users - not IT staff

Gives you peace of mind

- **100% service availability** with no more than one minute of mail delivery latency
- World-class data centers in North America and Europe with multiple data privacy certifications including SAS 70 Type II and ISO 9001
- Trend Micro™ Smart Protection Network™ cloud-based global threat intelligence rapidly identifies new threats and continuously improves protection against known threats

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

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

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

POWERED BY THE TREND MICRO SMART PROTECTION NETWORK

The Trend Micro Smart Protection Network scans, correlates and filters more than 16+ 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
- 50,000+ companies protected daily with Trend Micro Hosted Email Security
- 130+ million nodes protected daily by Trend Micro across both hosted and on-premise environments
- 16+ billion website URLs, email sources, and files scanned, correlated, and filtered daily
- 6+ 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)
- SAS 70 Type II

WHAT ABOUT SPAM AND EMAIL RETENTION REQUIREMENTS?

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?

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.

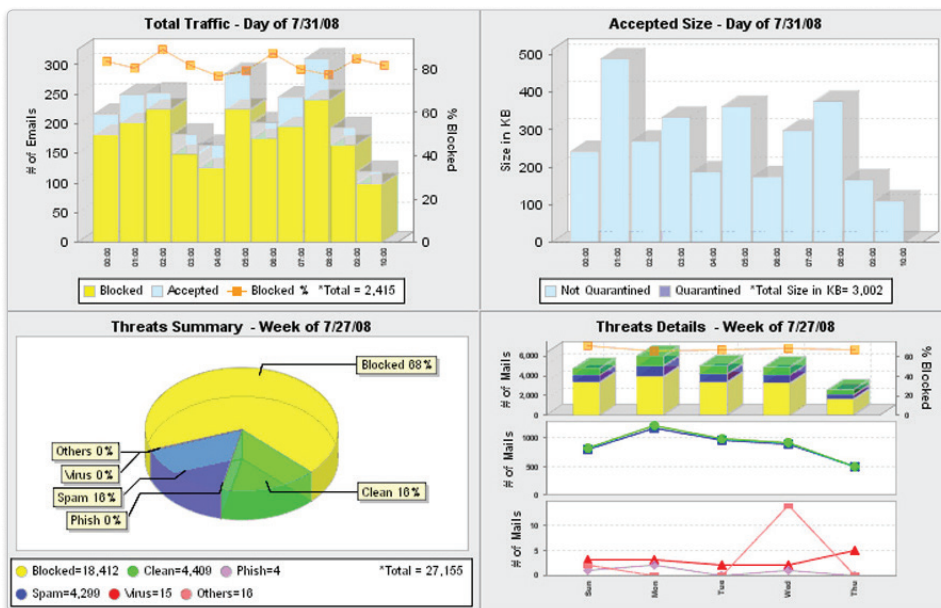
EXPAND YOUR PROTECTION

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



Securing Your Journey to the Cloud

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