

# mailMAX

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## Secure E-mail

For organizations that need to fulfill compliance requirements and protect their network assets from malware and other threats that spread via e-mail

### About Trustwave®

Trustwave is a leading provider of information security and compliance management solutions to large and small businesses throughout the world. Trustwave analyzes, protects and validates an organization's data management infrastructure - from the network to the application layer - to ensure the protection of information and compliance with industry standards and regulations such as the PCI DSS and ISO 27002, among others. Financial institutions, large and small retailers, global electronic exchanges, educational institutions, business service firms and government agencies rely on Trustwave. The company's solutions include on-demand compliance management, managed security services, digital certificates and 24x7 multi-lingual support. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, the Middle East, Africa, Asia and Australia.



For more information about Trustwave's Elements of Compliance and Data Security please visit: [www.trustwave.com](http://www.trustwave.com)

*Ensure your e-mail communication is secure, uninterrupted and compliant with regulatory standards.*

### Conserve Resources, Optimize Performance

E-mail plays a central role in today's business environment. It is fast, inexpensive and easy to use. However, with this convenience and increase in productivity comes many risks—viruses, illicit content and potential exposure of confidential information. Unsolicited e-mail also wastes time, consumes IT resources and complicates regulatory compliance. Trustwave mailMAX offers a managed solution to mitigate these risks.

### Control Incoming and Outgoing Communication

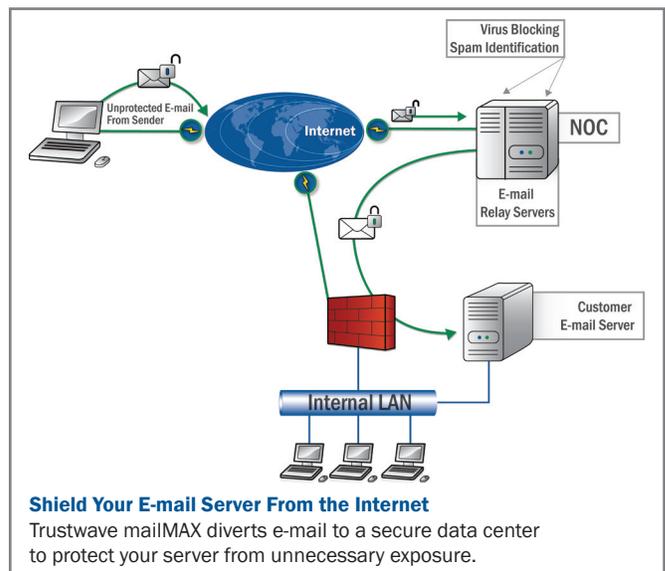
Trustwave mailMAX ensures every message sent to your organization is clean before it enters your network. After a thorough scan for viruses, spam and unauthorized content, questionable messages are quarantined outside your network at a Trustwave data center. Designated contacts within your organization receive notification to review suspect messages before they are delivered or deleted to prevent the loss or rejection of valid e-mail. Outbound e-mail messages present another security obstacle: unknowingly passing malicious or inappropriate information to a client or business partner or exposing confidential information threatens your credibility and reputation. Trustwave mailMAX scans and filters all outbound e-mail traffic and can also encrypt and append a disclaimer statement to each message.

### Easily Manage E-mail by Web

Using our intuitive Web portal, you can remotely set policy on appropriate e-mail usage. The configuration options allow highly customized filters and different levels of control across your network to meet the requirements of different departments or individuals. The Web portal also provides robust reports detailing real-time e-mail use and content information.

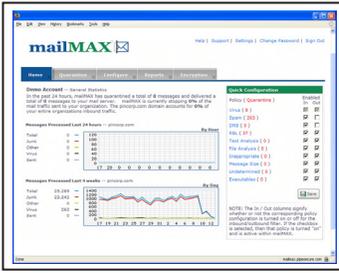
### Facilitate Compliance

Industry and regulatory compliance requirements outline strict log-retention and backup procedures for e-mail content. Trustwave mailMAX helps satisfy many of these requirements and limits an organization's liability by stopping inappropriate e-mail before it leaves the network. Additionally, dynamic online reports track this information and allow management to modify and enforce e-mail policies the moment an issue is identified.

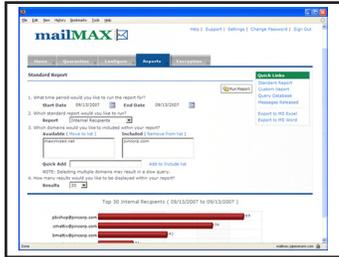


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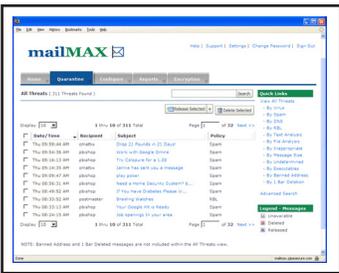




Landing page provides at-a-glance reporting



Custom report builder



Interactive quarantine management

## Frequently Asked Questions

### Do I need any special equipment to use Trustwave mailMAX?

No—a simple change to your DNS MX record is the only requirement. To scan outbound e-mail, you must configure e-mail client applications to direct all outbound e-mail first to our service, which, after scanning, routes the message to the designated recipient.

### Is there any advantage to routing my mail through your servers?

Yes—your firewall can be set to only accept e-mail from our system. Our servers are thoroughly secured and designed to repel threats and attacks. By eliminating the possibility of a spammer or hacker connecting directly to your e-mail server, your overall security posture is improved.

### Doesn't this mean we give up control of our e-mail?

No—our Web portal allows you to administer Internet e-mail in accordance with your organization's policies on appropriate e-mail usage. With mailMAX, you manage e-mail usage by controlling the delivery of attachment types, searching for inappropriate content, monitoring messages for sensitive internal information, blocking spam and filtering out viruses.

### We have virus protection on our network already; why do we need mailMAX?

We detect and block viruses before they enter your network. Our filtering and rule updates occur every 10 minutes ensuring your network is protected more efficiently than anti-virus solutions that expire or update only once a day.

### Does mailMAX introduce any noticeable delivery delay?

No—multiple load-balanced servers and a redundant ethernet connection to the Internet ensure that processing time does not exceed a few seconds.

### What happens to our e-mail if our network goes down?

Your messages will simply queue until you are back on-line. None of your messages will be bounced back as undeliverable. This feature complements your own disaster recovery program.

### What about privacy?

Our service does not keep record of individual messages. The only time a message is quarantined is when the message or attachment violates your organization's policies for appropriate e-mail use. Even then, the only person to see that message is the selected administrator within your office.

### Will your servers store our e-mail?

No—the service only scans inbound and outbound e-mail messages based on parameters you select. Once a message is scanned, it is immediately sent to its designated recipient. We keep no permanent record of your e-mail messages.

### What reports are available?

Standard and custom reports detailing all aspects of your e-mail processing are available. This includes number of messages sent, virus/spam status, most frequent senders and most frequent recipients.

## Consider The Risk And Calculate Your Savings

Lost Productivity Due To Virus		
Employees	100	
Network downtime	2 Days	
Employee workdays	200	
Hours per day	8	
Hours without network	1,600	
Average salary and benefits/hour	\$20	
Extra IT expense	Unknown	
<b>Cost of Virus</b>	<b>\$32,000</b>	<b>E-mail Security Management \$1,620</b>
<b>Measurable Savings</b>		<b>\$30,380</b>