



HIGH LEVELS OF PROTECTION FOR YOUR ORGANISATION

Symantec.cloud® Email and Web Safeguard is a bundle of cloud based security services that provide the high levels of protection for your organisation, while helping to reduce the cost and complexity of management.

Fast and simple to set up, the services help stop online threats like viruses and malware before they reach your network. They can assist you to eliminate spam, enforce policies for email and web use, and block inappropriate content and bandwidth consumption. All of these activities can be viewed and managed via an online portal.

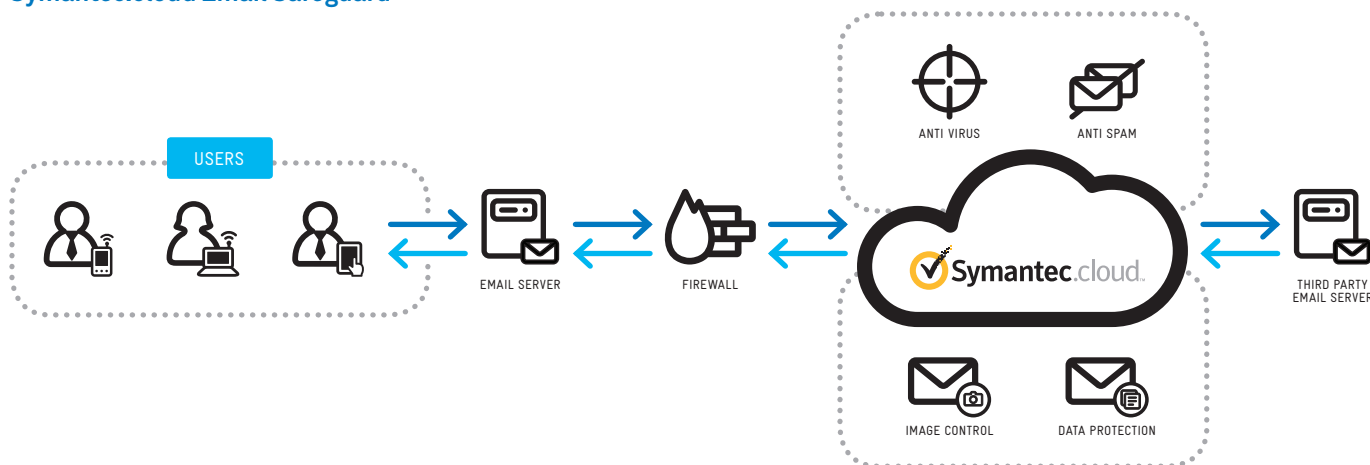
The bundle provide advanced, multi-layered threat mitigation technologies, as well as Symantec's proven Skeptic™ heuristics technology. They're backed by rigorous service level guarantees:

- 100% protection from known and unknown email borne viruses
- 100% protection from known web threats
- 99% spam capture rate
- 100% guarantee of service availability.

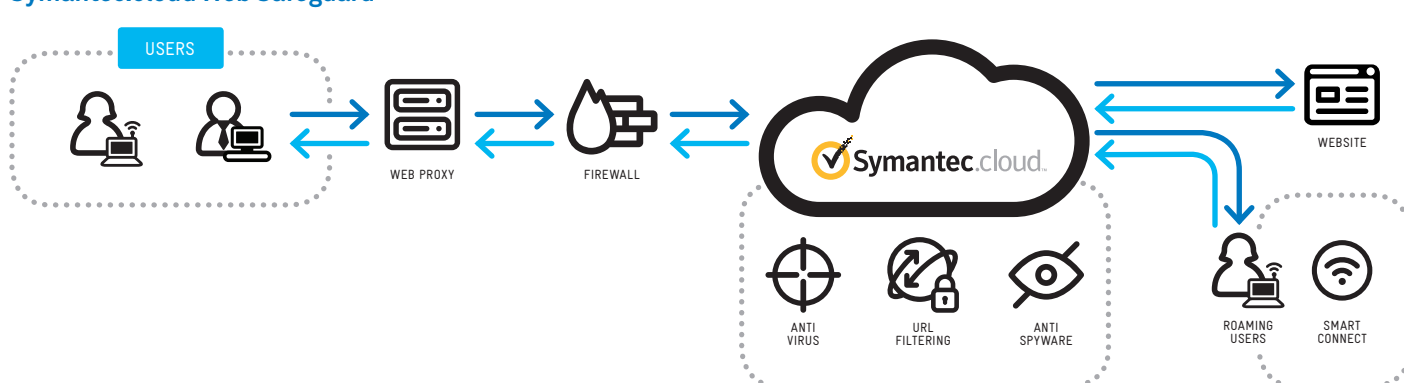
Symantec.cloud Email and Web Safeguard services can be purchased individually or together. They offer affordable per user pricing, no upfront costs, and the convenience of being included on your Telstra bill. We also provide 24/7 support with the simplicity of one touch point.

The diagrams below show how each of the services works.

Symantec.cloud Email Safeguard



Symantec.cloud Web Safeguard



Symantec.cloud Email Safeguard

Features	Benefits
Antivirus and Antispam	
<ul style="list-style-type: none"> Combines multiple antivirus technologies from different vendors 	<ul style="list-style-type: none"> Provides 100% protection from known and unknown email viruses
<ul style="list-style-type: none"> Skeptic™ heuristics technology only available via Symantec 	<ul style="list-style-type: none"> Threats are managed away from your network to protect corporate bandwidth and other critical systems Saves time and resources spent dealing with outbreaks and clean-up
<ul style="list-style-type: none"> Automatic updates 	<ul style="list-style-type: none"> Updates occur throughout the day as they are released so you always have the latest protection
<ul style="list-style-type: none"> Link checking technology for every URL within emails 	<ul style="list-style-type: none"> Comprehensive protection against converging threats and techniques
<ul style="list-style-type: none"> Highly configurable to manage identified threats 	<ul style="list-style-type: none"> Set and enforce customised policies suited to your needs
<ul style="list-style-type: none"> Spam quarantine for multiple languages 	<ul style="list-style-type: none"> Helps increase productivity by reducing time spent addressing spam Easy to use across global workforces
<ul style="list-style-type: none"> Users can release emails incorrectly identified as spam from quarantine 	<ul style="list-style-type: none"> Frees IT staff from releasing emails
<ul style="list-style-type: none"> Dashboard, summary, detailed and scheduled reporting on virus volume and prevented attacks 	<ul style="list-style-type: none"> Provides visibility of threat levels and service effectiveness
Content Control and Image Control	
<ul style="list-style-type: none"> Multi-layered technologies to detect unacceptable content 	<ul style="list-style-type: none"> Protects employees and aids enforcement of acceptable use policies Helps to safeguard corporate reputation
<ul style="list-style-type: none"> Configurable and highly accurate image scanning engine 	<ul style="list-style-type: none"> Allows you to determine level of sensitivity and actions to be applied
<ul style="list-style-type: none"> Scans within email header, subject and body, plus supported Microsoft® Office™, PDF attachments and compressed file types 	<ul style="list-style-type: none"> Comprehensive protection across all email components to help ensure the appropriateness of all incoming and outgoing messages
<ul style="list-style-type: none"> Customisable lists of approved senders and recipients 	<ul style="list-style-type: none"> Allows you to specify internal and external users who can send or receive emails without being scanned
<ul style="list-style-type: none"> Customisable local image signature database 	<ul style="list-style-type: none"> Maintain company-specific lists of blocked/approved image signatures
<ul style="list-style-type: none"> Optional global database of image signatures from Symantec.cloud Global Image Community 	<ul style="list-style-type: none"> Creates an extended database of image signatures for extra protection
<ul style="list-style-type: none"> Administrator-defined policies to identify and control confidential or inappropriate text-based email content 	<ul style="list-style-type: none"> Enforce acceptable use policies, meet compliance and reduce the risk of legal action, damage to corporate reputation and data loss
<ul style="list-style-type: none"> Comprehensive, flexible and intuitive rule-building processes with configurable notifications for each type of rule and action 	<ul style="list-style-type: none"> Accommodates your specific email policies and notifies administrators and users of appropriate actions
<ul style="list-style-type: none"> Word list thresholds to adjust sensitivity to the number of appearances of the blocked keywords 	<ul style="list-style-type: none"> Determine how often keywords or phrases must occur before a rule is triggered
<ul style="list-style-type: none"> Extended character list recognition of keywords or phrases in non-Western characters 	<ul style="list-style-type: none"> Scan emails for inappropriate content regardless of geographical, cultural or linguistic source

Symantec.cloud Web Safeguard

Features	Benefits
<ul style="list-style-type: none"> Multiple technologies to scan and detect web-borne threats 	<ul style="list-style-type: none"> Defends against known web-borne threats
<ul style="list-style-type: none"> Skeptic™ heuristics technology only available via Symantec 	<ul style="list-style-type: none"> Manages threats away from your network
<ul style="list-style-type: none"> Automatic updates 	<ul style="list-style-type: none"> Updates occur throughout the day as they are released so you always have the latest protection
<ul style="list-style-type: none"> URL filtering and web policy enforcement with rules based on content types and website categories 	<ul style="list-style-type: none"> Helps protect corporate bandwidth and productivity by restricting downloads of certain file types and placing time and volume limits on internet consumption
<ul style="list-style-type: none"> Globally distributed, redundant, and scalable architecture for minimal latency –average scan time of web content occurs within 100 milliseconds 	<ul style="list-style-type: none"> Consistent, secure browsing while minimising delay to end users
<ul style="list-style-type: none"> Dashboard and comprehensive summary, detailed and scheduled reporting for browse time, bandwidth use by URL category, or individual websites 	<ul style="list-style-type: none"> Monitor compliance with web use policies and internet consumption levels Monitor service effectiveness
<ul style="list-style-type: none"> Optional Smart Connect roaming and remote worker support (available for an additional charge) for Windows based laptops and tablets. 	<ul style="list-style-type: none"> Protect and enforce policies for people who access the web outside the corporate network

Features common to all

Product	Features	Benefits
Management portal	<ul style="list-style-type: none"> Secure online access 	<ul style="list-style-type: none"> Easily view, configure and change policies, and see your threat profile and service effectiveness
24/7 support	<ul style="list-style-type: none"> Level 1 support from us via the T-Suite portal Level 2 and Level 3 support from Symantec, managed by us 	<ul style="list-style-type: none"> A single point of responsibility and expert assistance for rapid resolution of issues
Subscription-based pricing	<ul style="list-style-type: none"> 12, 24 or 36 month contract terms 	<ul style="list-style-type: none"> Affordable per user pricing No setup or connection fee A choice of contract terms to suit your business

About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP® network and Next G® network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service® and one of Australia's largest and most qualified field and technical workforce.

Things you need to know

Service levels do not apply during excluded downtime and scheduled downtime. Refer to Telstra's T-Suite® Our Customer Terms for information on the service levels, the exclusions, and how to claim service credits. Symantec, the Symantec Logo, Symantec.cloud and Skeptic are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

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