



JAAG Inc., Front End Data Services  
E-mail Protection Services  
With FrontBridge TrueProtect Security Suite



**The leading  
email security  
and message  
management  
service for  
enterprises.**

**“What sets FrontBridge TrueProtect apart from the rest of the providers is the reliability of its network and its ability to host quarantined spam off corporate users’ e-mail systems. It stops about 90 percent of spam, which ranks it among the best anti-spam products on the market.”**

*John Taschek  
Director, eWEEK Labs*

**Enterprise email needs enterprise-class protection.**

FrontBridge is the leading email security and message management service provider, offering unmatched protection against spam, viruses, and network-based assaults on your IT infrastructure. The FrontBridge TrueProtect™ Email Security Suite provides protection for more than 1,000 businesses and 3,000 email domains globally with a seamless solution that is highly scalable and ultimately reliable.

**Email is a mission-critical application.**

Email is vital to modern business. Enterprises rely on email to enhance productivity and communicate with customers, partners, and suppliers. Email creates connections between business associates around the globe

Email is also, perhaps, the most vulnerable of digital assets. Assaults on email infrastructure present a threat to businesses and their livelihood, placing corporate data and systems at risk. Hazards such as spam, viruses, and network-based assaults can quickly negate the benefits of email.

**August 2003 tested corporate email systems like never before.**

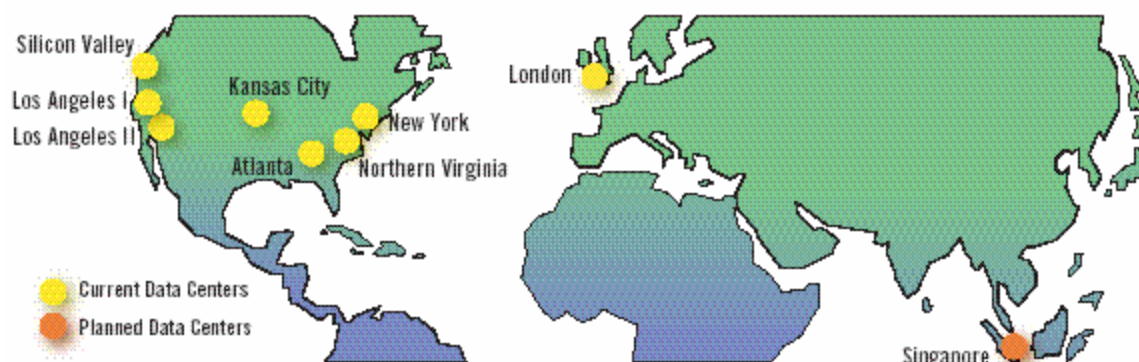
The electricity blackout in the Northeast U.S. and Canada left scores of businesses without power and brought email traffic to a halt for many businesses. The Sobig epidemic followed quickly on the heels of the blackout, infecting email systems worldwide and flooding the Internet with millions of spoofed messages. If there were questions about the vulnerability of corporate messaging systems, their flaws and weaknesses were exposed during these harrowing weeks.

**Spam and viruses cost businesses daily.**

Unsolicited commercial email, or spam, has proliferated at a staggering rate, clogging mailboxes and reducing business productivity on a daily basis. The Radicati Group calculates that spam costs an organization \$49 per mailbox per year, a cost that is estimated to rise to \$250 per mailbox by 2007.

Virus outbreaks have been on a steady increase for more than a decade. 2002 was a record year, with more than 80,000 virus incidents reported. Reported incidents in 2003 topped that record by mid-year, even before Sobig’s August assault. Sobig cost businesses billions of dollars and set speed records for propagation. FrontBridge blocked more than 8 million copies of Sobig during the height of the virus’ outbreak.





### TrueProtect™ Email Security Suite

The FrontBridge TrueProtect Email Security Suite protects enterprise messaging systems and provides IT administrators with tools for managing the flow of email through their network gateways.

A simple MX record change is all that is required to enable the TrueProtect services. The solution requires no upfront capital investment and offloads system maintenance and updates to FrontBridge so IT groups can focus on other tasks.

### Distributed Network Architecture

The heart of FrontBridge's services is the highly-distributed and redundant global network, which filters your email before it reaches your corporate network. The data centers in the network are full peers, creating a load-balanced environment that is highly available, allowing FrontBridge to offer a 99.999 percent uptime guarantee.

Our uptime guarantee and historical performance of 100 percent availability allows FrontBridge customers to utilize only one MX record, which points to the FrontBridge network. This configuration yields two significant benefits:

- Enterprises are hidden from DNS lookups because their single MX record points to FrontBridge, effectively hiding the corporate network and shielding it from SMTP-based attacks.
- SMTP servers can be IP-restricted to only accept connections from FrontBridge, making corporate servers and networks more secure.

### Spam Filtering

FrontBridge uses proprietary, multi-layer spam technology to ensure that unsolicited email is automatically filtered before it enters your corporate messaging system. This technology includes:

- **Real-Time Attack Prevention (RTAP)** – RTAP examines all inbound email connections to the FrontBridge network in real time and preemptively blocks servers sending illegitimate messages. RTAP is able to detect anomalies that may represent threats, such as bulk spam deliveries, mail bombs, dictionary attacks and Denial-of-Service (DoS) attacks, and blocks connection from these servers.

- **Blacklisting** – Our proprietary custom blacklist of known spammers serves as a primary filter, blocking all messages from known abusers. Unlike public blacklists that follow a “block first, then ask questions later” philosophy, our list is verified and accurate.
- **Fingerprinting** – Electronic fingerprints of known spam messages are matched against inbound email, allowing for high intercept rates against difficult to detect spam.
- **Rules-Based Scoring** – Our rules-based system matches messages against a database of more than 10,000 unique rules and then assigns points based upon characteristics of the message to determine if the message is spam.

### Virus Scanning

The FrontBridge solution provides the most complete anti-virus services available. Inbound and outbound messages are scanned for all known viruses, and all attachments and documents are scanned for Trojan horses, macro-viruses, and all other types of malware.

Unlike premise-based solutions, updates to our virus engines happen rapidly. Rules for new viruses are installed as soon as they are formulated. While the typical business user might update virus libraries daily or weekly, FrontBridge updates definitions every 10 minutes, 24/7. FrontBridge's approach to virus protection includes:

- API-level integration of premier virus engines from Sophos, Symantec, and Trend Micro to maximize scanning
- Virus identification and blocking before viruses reach corporate firewall and servers
- Detailed reports on virus patterns, usage and email cleaned

### Disaster Recovery

If your email server becomes unavailable for any reason, the TrueProtect Disaster Recovery service ensures that no email is lost or bounced by queuing incoming email until your email servers are again available. Once your servers are restored, all stored mail is automatically forwarded in a “flow controlled” fashion.

### Policy Enforcement

FrontBridge's blocking capabilities allow enterprises to control inbound and outbound messages based on policy rules and message attributes, making potentially destructive, objectionable, and unwanted files unable to gain access to your email infrastructure. This feature also prevents sensitive and confidential data from leaving your network. The blocking feature is definable by domain and can block email by:

- Attachment name/type • Domain
- File size • Email address
- Number of recipients • Words and phrases

### Outbound Services

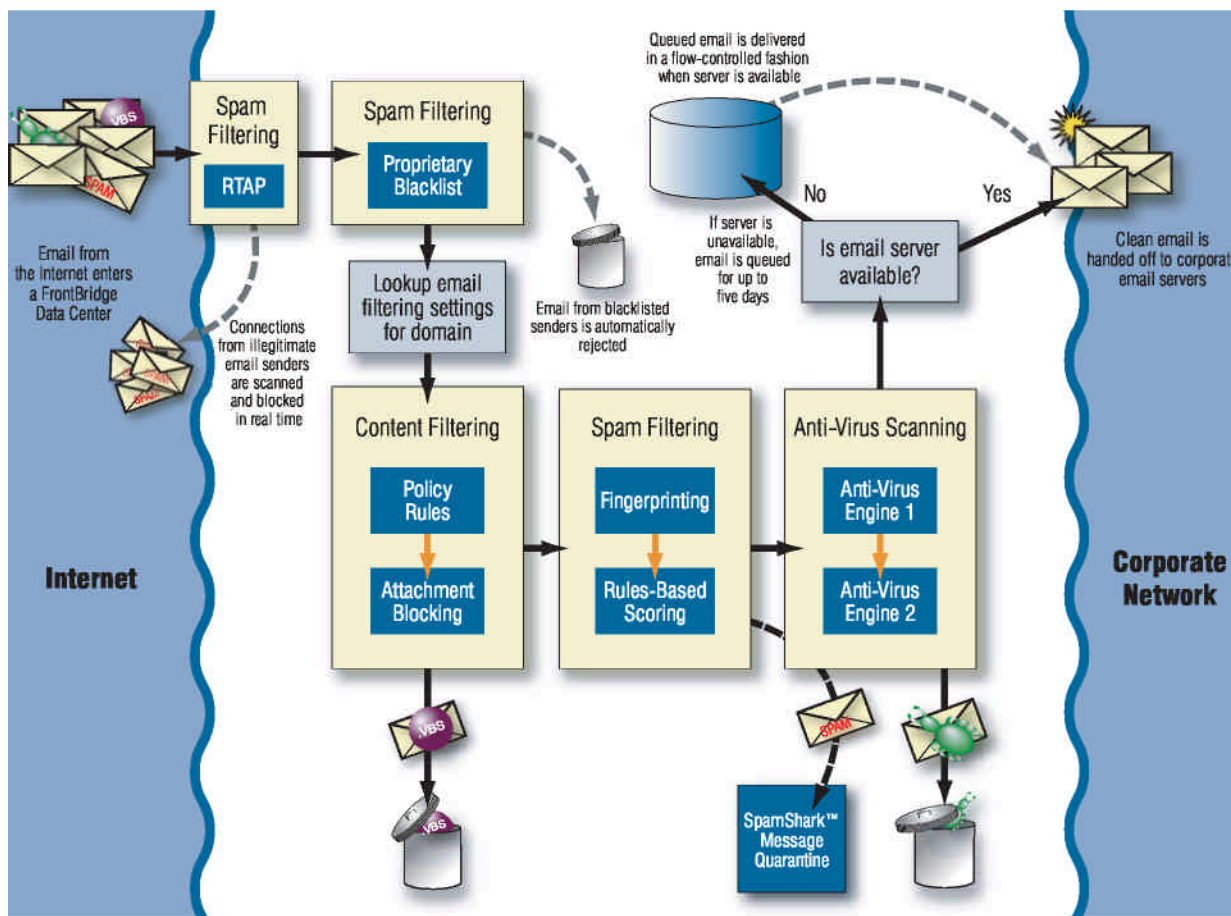
The TrueProtect Outbound Services direct your outbound message traffic through the FrontBridge network. Features of this service include:

- Monitoring of email and attachments and content via policy rule enforcement to ensure outbound messages comply with company policies and governmental regulations.
- Virus scanning to prevent infected files from being forwarded to colleagues, partners, suppliers and customers.

### Admin Center and Reporting

The FrontBridge Admin Center provides tools for email administrators to set filtering parameters, including policy and content blocking rules. The Admin Center also provides a suite of reports, including:

- Chart views for a graphical view of message traffic, plus the ability to export data to a CSV file or Excel spreadsheet
- Incoming mail report with number of messages delivered to your domains
- Outgoing mail report including number of messages sent from your domains
- Messages scanned for viruses and spam
- Rejection report with number of messages rejected by filters customized for your service
- Viruses received and cleaned for senders and recipients
- Number of spam messages sent to your organization
- "Top" reports, detailing up to the top 25 receivers and senders of email by domain, including top inbound, outbound and spam recipients





## Outsourcing Email Security

Today, the responsibility for managing spam and protecting the network from email-borne viruses falls upon the IT department. The same team is asked to keep the network running 24/7, manage the help desk, and perform desktop support. Many find the additional task of actively maintaining an email security initiative burdensome. Increasingly, managing spam and preventing virus outbreaks on a part-time basis is not a viable alternative. That's why more firms are outsourcing this critical task to the email protection experts, FrontBridge.

Enterprises of all sizes can benefit from partnering to manage email security. The cost of managing an in-house email filtering solution is significant—both in real costs to buy, maintain, and manage the software as well as opportunity costs in money and human resources siphoned from other projects. Large organizations with email systems supporting tens of thousands of users feel the greatest cost and drain on their IT resources. Additionally, leading research firms recommend every enterprise seriously consider implementing an outsourced email security solution.

## The FrontBridge Advantage

Not all email security solutions are created equal. To meet the rising challenge of email security, FrontBridge was designed from the ground up to provide the best solution for enterprises that require mission-critical levels of service. Consider our unique strengths:

**Guaranteed Uptime** – FrontBridge guarantees 99.999 percent network uptime. Historical uptime for the FrontBridge network is 100 percent; no service provider can match FrontBridge's network performance and service availability.

**Guaranteed Email Delivery** – FrontBridge guarantees that even if your email server becomes unavailable, FrontBridge servers will always accept email for you. With this guarantee, businesses are assured that their email will be accepted and promptly delivered.

**Comprehensive Spam Protection** – Spam is detected using real-time attack prevention (RTAP), a custom blacklist, fingerprinting, bait mailboxes, and sophisticated rules-based heuristics technology incorporating more than 20,000 rules.

**Guaranteed Filtering Effectiveness** – FrontBridge guarantees spam filtering effectiveness of 90 percent or higher, via FrontBridge's triple-layer spam filtering technology.

**Guaranteed Filtering Accuracy** – FrontBridge will not block legitimate business-to-business email. FrontBridge guarantees a false positive rate of less than 1 in 250,000 messages (0.0004%), and a false critical rate of less than 1 in 1 million.

**Guaranteed Virus Protection** – FrontBridge guarantees to block all known virus formats; virus definitions are guaranteed to be updated every 10 minutes, 24/7.

**Multi-Engine Virus Protection** – FrontBridge scans all inbound and outbound email for viruses, using up to three different anti-virus engines to ensure that messages are safe.

**Dedicated, Expert Staff** – The FrontBridge operations team ensures spam filters and anti-virus signatures are updated, tested, and deployed every 10 minutes; toll-free customer support is available 24/7 at no extra charge.

**Privacy Protection** – The privacy of your communications is always protected by FrontBridge. Email processed by our servers is never tampered with, changed, read, copied, distributed or otherwise interfered with beyond our filtering for unwanted content.

**Highly Scalable Solution** – The TrueProtect suite of services provides protection for enterprises both large and small. And because there is no investment in hardware and software, the solution easily scales with the growth of your organization.

**"FrontBridge is building a reputation as an ace spam fighter that eliminates false positives."**

*Mark Hal Computerworld*



## Put FrontBridge TrueProtect to the test.

FrontBridge alleviates the headache of software ownership, deployment, and management. With a simple configuration change, you can begin using FrontBridge services, and there is no hardware to provision, no software to purchase or configure, and no expensive training required for your IT staff. **To learn more, call JAAG Online toll-free today at 866-JAAG-969.**

