

Keeping viruses, spam and unwanted content at arm’s length from corporate e-mail systems is a never-ending challenge as hackers, spammers, phishers and others attempt to invade mailboxes, network and systems in new and increasingly sophisticated methods.

SunGard Availability Services E-mail Protection Services (EPS) uses an e-mail filtering technology that is more effective, easier for administrators and users to manage and provides you with continuous protection against these intrusions and threats. E-mail Protection Services give you the ability to redirect your mail exchanger (MX) records to SunGard, enabling SunGard to inspect each e-mail that is sent to and from your environment.

The spam and virus protection of E-mail Protection Services blocks messages or tags them as spam, it also blocks messages identified as containing viruses. As messages are blocked, end-users receive a quarantine digest so they know what has been blocked. Depending on the type of e-mail and defined company policies, users can view e-mails, release certain types of e-mails, edit safe/block lists and adjust anti spam parameters.

**Key features of this service include:**

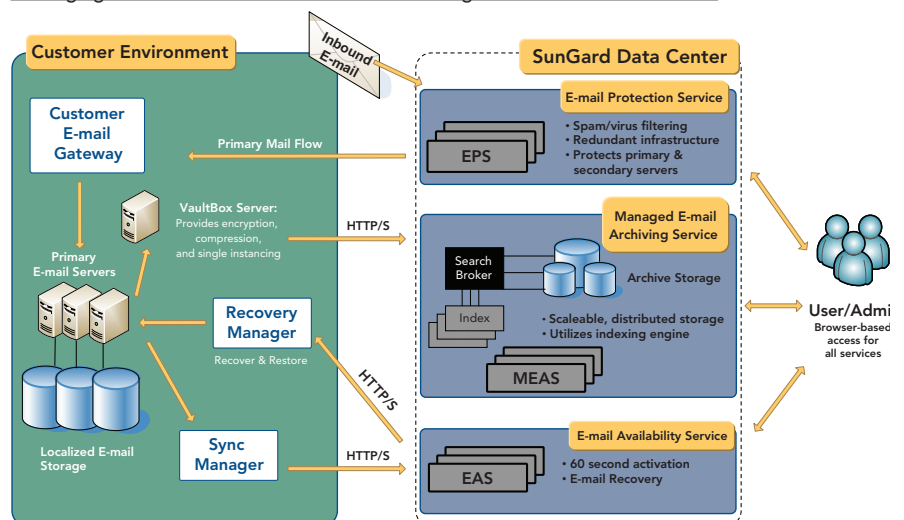
- A world-class spam/virus engine inspects more than 500,000 e-mail attributes of incoming mail
- Firewall protection against directory harvest and denial of service attacks
- Automatically synchronizes directory information to help ensure that safe/block lists include an accurate list of e-mail address and that users receive a single intelligent quarantine, no matter how many e-mail aliases and addresses they may use
- Intuitive Outlook integration making it easy for end-users to manage safe/block lists and their personal quarantine directly in Outlook
- Addresses unwanted content at the perimeter level before it enters your network, systems or mailboxes, reducing unwanted spam from your network
- On-going monitoring, management, and support of the technical infrastructure handled centrally by SunGard technical and engineering personnel

**Key benefits include:**

E-mail Protection Services help your organization maintain e-mail integrity and uptime, with enterprise-wide advantages that include:

- Enhanced e-mail security, integrity and availability
- Optimized server, application and network performance
- Decreased demands on infrastructure resources
- Predictable per month charge
- Easy, efficient administrations through task automation

Messaging and Collaboration Services: E-mail Management Services Architecture



Once your mail exchanger (MX) records are redirected to SunGard, the e-mail is automatically scanned in real-time using a world-class engine to inspect hundreds of thousands of attributes of incoming mail. Mail containing confirmed viruses, suspected spam and unwanted content is quarantined for customer viewing and eliminated. Any e-mail containing a confirmed virus is removed and the text of the message is made available for viewing. These tasks are handled at the perimeter level, before the e-mail enters your systems and mailboxes, so that it never has the opportunity to cause performance and productivity problems.

Installation and Configuration	Administration	Problem Diagnosis and Resolution	Patch and Change Maintenance
<p>SunGard manages the installation and configuration.</p> <ul style="list-style-type: none"> <li>• <b>Software Installation</b> — SunGard installs email management software and configures your environment</li> <li>• <b>Deployment</b> — Quick deployment — in as little as a day. You receive a welcome email with a request for provisioning information</li> <li>• <b>On-boarding</b> — SunGard will provide information to you for the data management and training to review the functionalities of the service</li> </ul>	<p>Administration is easy, as Email Protection Service automates most activities.</p> <p>You maintain administrative control, allowing you to manage your email via a single web console.</p> <p>Email Protection Services allows you to add and remove users, update spam rules and virus profiles, manage end-user digests and synchronize aliases and distribution lists.</p>	<p>SunGard will assist you in resolving issues related to system configuration including troubleshooting, diagnosis and trouble resolution.</p> <ul style="list-style-type: none"> <li>• <b>Diagnosis</b> — SunGard personnel will diagnose the root cause of your issue</li> <li>• <b>Resolution</b> — SunGard will assist customers in resolving Email Protection Service issues</li> </ul>	<p>Software patching is an important and valuable part of SunGard managed services. Software/signature updates are performed automatically and are seamless to you.</p>
<p><b>Supported Application:</b></p> <ul style="list-style-type: none"> <li>• Managed E-mail Protection Services Deployment</li> </ul>	<p><b>Services Prerequisites:</b></p> <ul style="list-style-type: none"> <li>• Microsoft Exchange®</li> <li>• Lotus Notes®</li> <li>• Network Bandwidth</li> </ul>	<p><b>Complementary Managed Services:</b></p> <ul style="list-style-type: none"> <li>• Managed E-mail Archive Services</li> <li>• E-mail Availability Services</li> </ul>	<p><b>Complementary Consulting Services:</b></p> <ul style="list-style-type: none"> <li>• Consulting Services</li> </ul>

### About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 10,000 customers in North America and Europe.

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