

# INTEGRATED MESSAGING MANAGEMENT



*“Xecuritas is spearheading the next generation of Enterprise Message Management, providing a single point of control for millions of messages per day.”*

Enterprise Strategy Group



**Xecuritas**  
A Business Unit of MARSYS

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*In today's information-rich business environment, it is critical for organizations to manage employee communications, both from a productivity, business continuity and intellectual property standpoint, as well as from a regulatory, HR and legal perspective.*

*In turn, messaging environments have become increasingly complex with several different products required to handle filtering (anti-spam, anti-virus), secure messaging, archiving, compliance and electronic discovery. IT professionals thus have multiple products to manage, multiple support centers to call and multiple user interfaces to learn. It's costly, resource-intensive and unnecessarily complex.*

*Xecuritas mx2020™ is a messaging management solution that reduces the complexity, cost and resources required to manage the messaging environment by integrating filtering, secure messaging, archiving, compliance and electronic discovery, enabling IT professionals to manage their messaging systems with a single policy-based solution.*



*“Integrated messaging management tools and practices reduce the issues of having multiple products and vendors, eliminate complexity and provide vision into the messaging systems needed to ensure our associates around the world can reach their customers and colleagues.”*

Irving H. Tyler  
Chief Information Officer  
Quaker Chemical

Xecuritas mx2020 is an integrated messaging management solution that is policy-based and delivered as a managed service. It provides organizations with one place to control messages by policy — by defining what to keep out, what to secure and what to store to find later.

For example, an organization may have an archiving policy that contains different rules pertaining to retention and storage of messages and attachments. This policy enables the organization to choose which messages are archived, where they are stored and for how long.

Policies use intelligent content analysis, evaluating type of sender or recipient and dozens of other factors — all configurable by IT and others who are given permission to do so.

Several policies are provided with the system out-of-the-box, enabling rapid deployment.

mx2020 gives IT professionals incredible control of the messaging environment — from a single Web-based interface. The administration dashboard monitors all facets of the messaging environment, including at-a-glance information on quarantines, investigations, compliance queues, archives and storage.

## Unique Features

Unique features of mx2020 include:

- Comprehensive Integration
- Visual Policy Management
- Multiple Roles and Flexible Permissions
- Intelligent Content Analysis
- Integrated Search and Long-Term Storage
- Automatic Age-Based Archival

## Comprehensive Integration

mx2020 integrates all messaging applications — filtering, secure messaging, compliance, archiving and electronic discovery — into a single policy-based system. This integration reduces the complexity and cost of the messaging environment, by minimizing the number of vendors to deal with, support centers to call and interfaces to learn.

In managing messages, organizations can use the names and groups that exist in their directory services, enabling rapid deployment by eliminating the tedious and time-consuming duplication of individuals and groups within the messaging environment. mx2020 also integrates with an organization’s existing email client, providing simple and easy access for end-users.

## Visual Policy Management

Securitas mx2020 represents policies with a unique visual approach, using workflow diagrams to make policy creation and management simple and straightforward. In addition to viewing policy by workflow, IT and others with permissions can also view policy by hierarchy. Policies can easily be created for inbound, outbound or post-delivery message flows. These policies can apply to the entire organization, a single user or a group (e.g., Sales).

This visual policy creation and editing enables the use of both straightforward and more complex policies and flows. Securitas is the only company that provides this visual approach to policy creation and management.

## Multiple Roles and Flexible Permissions

Policy creation and management isn't limited to the IT group. A policy administrator role can be assigned to selected users in the organization, offloading some of the policy responsibilities to Legal, Human Resources or Compliance personnel. Securitas mx2020 provides numerous useful roles out-of-the-box, including:

- administrator
- policy administrator
- compliance reviewer
- external compliance reviewer
- investigation administrator
- investigator
- external investigator
- end-user

The system also enables IT professionals to select which permissions to give each user or group of users. For example,

members of the Sales department may have the ability to change the parameters of their spam detection, while the rest of the organization isn't permitted to make any modifications.

## Intelligent Content Analysis

Any number of rules (or conditions and actions) — combined with sophisticated lexicons for healthcare, financial services and corporate compliance — determine which messages to keep out, which to secure and which to store to find later.

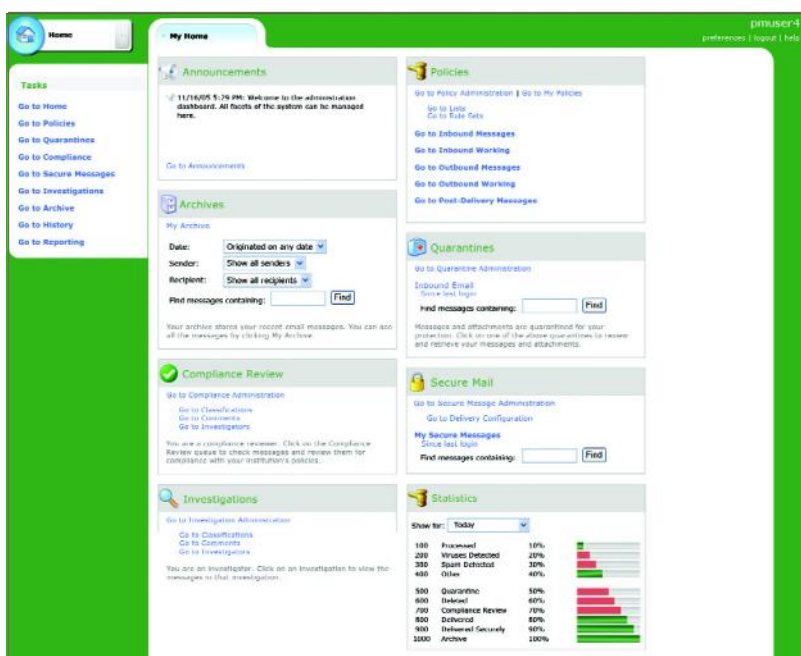
Customers can use the default policies and rules that come standard with the system or customize their own. Pre-configured lexicons can also enable rapid deployment; alternatively, customers can create their own lexicons.

## Integrated Search and Long-Term Storage

To find messages, users can perform a rapid, accurate search of the full-text index that is created during the initial archive. Text search across the entire archive is possible due to the unique, persistent, full-text index. Permissioned users can search the archive in its entirety across all storage types, including online, nearline and offline storage.

## Automatic Age-Based Archival

With mx2020, messages can be archived on different types of storage media based on age. By establishing multiple retention dates, organizations can store messages online, for example, for 60 days, then store them on other media, such as tape, for 3 years. This automatic age-based archival not only reduces IT's workload, but also provides cost efficiencies not otherwise possible.



The administration dashboard monitors all facets of the messaging environment, providing at-a-glance information on quarantines, archives, investigations, compliance review queues and system statistics.

## mx2020 Functionality

Securitas's next-generation messaging system integrates all applications of the messaging environment:

**Archiving.** With functionality embedded in both the Compliance and Electronic Discovery modules, mx2020's archiving capabilities include disaster recovery, single-instance storage, data encryption, support for different types of storage media and full-text indexing of all message content. mx2020 allows end-users to access and search their archives either via Web interface or directly from within their email client.

**Compliance.** The Compliance module quarantines inbound and/or outbound messages that could potentially violate government, industry or corporate regulations, either before they are sent or after they are received. These messages are automatically routed to an authorized compliance officer for review. This module provides compliance queues and roles, export features, rule sets or lexicons (for financial services, healthcare and corporate compliance) and complete audit trails. Policies can be set that archive messages on different types of compliant and non-compliant storage media depending on age.

**Electronic Discovery.** This module allows for instantaneous searching across the entire archive — regardless of storage media — based on header, body and attachment content, facilitating rapid response to human resource and litigation requests. It enables both internal and external users (e.g., human resources as well as outside legal counsel) who are permissioned by IT to initiate an investigation as well as classify and flag messages

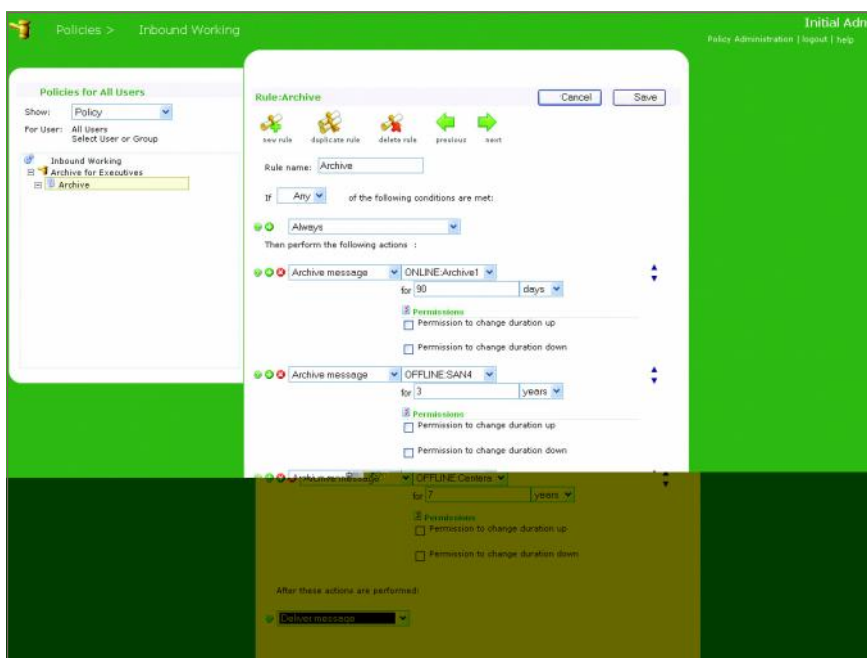
in an investigation. The output of those searches and investigations can be exported to several file formats, including MIME/PST and TXT.

**Secure Messaging.** Secure delivery of messages can be enabled either by user input or message content. Messages are sent securely either via Transport Layer Security (TLS), SMTP over SSL or HTTPS Web delivery.

**Content Filtering.** This module provides both inbound and outbound filtering. The inbound filtering prevents unwanted messages — spam, viruses, explicit content — from entering the network. Employing a multi-layer approach, inbound filtering uses unique technology for real-time analysis that blocks undesirable content, eliminates false positives and detects spam in any language or format. Outbound filtering, with customizable rule sets, enables an organization to screen messages that are being sent outbound to the Internet.

**Comprehensive Central Administration.** Monitoring, reporting and policy management, which controls which messages to keep out, which to secure and which to store to find later, are integrated into a single administration dashboard. With mx2020, IT controls the different applications via a central, Web-based user interface and policy system.

Securitas mx2020 is available as a managed service and is seamlessly integrated with Microsoft Exchange, Lotus Notes/Domino and Novell GroupWise.



An archiving policy: mx2020 enables organizations to create and modify policies that determine which messages to archive, where they are stored and for how long. Different policies can be created for different users or groups of users.

## Benefits of Xecuritas mx2020

With a managed service, organizations see numerous reliability, availability and scalability advantages over in-house solutions and benefit from a managed service provider's expertise and economies of scale. Xecuritas's hosted mx2020 solution eliminates the capital expense and considerable overhead of maintaining and managing in-house messaging management solutions, allowing precious IT resources to be deployed to other business-critical projects.

### Reduce Costs and Lower Total Cost of Ownership

With mx2020 as a managed service, organizations reduce total cost of ownership by as much as half over in-house solutions and point product approaches.

Organizations can reduce costs in both the acquisition and ongoing administration of the messaging environment — due to suite pricing from one vendor, the reduced need for in-house software, hardware and services, and the decreased resources required to manage the messaging environment. Greater end-user self-service also reduces ongoing costs.

### Simplify IT Management

mx2020 reduces the complexity of the messaging environment by managing messages across all applications — filtering, secure messaging, administration, compliance, discovery and archiving. Additionally, with a hosted solution, organizations can leverage the expertise and resources of a managed service provider. This results in the following:

- Higher quality of service and reliability
- Decreased IT infrastructure (hardware and software) to manage

- One user interface for centralized administration
- Easy implementation of policies for individuals or groups
- Offloaded compliance, legal discovery and policy creation/enforcement
- Integrated messaging management: one product road map, one support line, one vendor

### Mitigate Risk

Integrated messaging management from a trusted managed service provider enables organizations to mitigate risk. With Xecuritas mx2020, organizations can:

- Enable disaster recovery and business continuity
- Ensure continuous uptime with minimal in-house resources
- Prevent harassment/discrimination suits
- Ensure compliance with industry regulations
- Avoid costly fines and jail terms
- Protect the company's brand name and prevent bad publicity
- Safeguard confidential information and protect privacy

mx2020 provides a single system for integrated messaging management, significantly reducing the complexity and cost of the messaging environment. With mx2020, organizations have one place to control which messages to keep out, which messages to secure and which messages to store to find later.

The screenshot displays the Xecuritas mx2020 interface. On the left, there is a sidebar with 'Investigations' and 'Tasks' sections. The 'Tasks' section includes a search box for 'Find in All Messages' and a list of investigation properties such as 'Pending LTS Jobs', 'Classified and not classified (13)', and 'Reviewed and not reviewed'. The main area shows a table of investigations with columns for 'Sender', 'Recipient', 'Subject', 'Sent', and 'Size'. The table contains several rows of data, including messages from 'Vivian Clark' to 'Jim Munson' and 'Ted Wilmon', and from 'Jim Munson' to 'Vivian Clark'. The interface also features a top navigation bar with 'My Investigations' and 'Administration' tabs, and a right sidebar with 'preferences | logout | help'.

Electronic Discovery: An individual who is assigned the role of investigator can assist in an electronic discovery by tagging or classifying messages, exporting messages and adding comments.

*“Xecuritas offers an integrated messaging management solution, designed to solve the problem of messaging complexity. Xecuritas integrates several critical messaging functions into one policy-based system.”*

David Ferris  
President and Senior Analyst  
Ferris Research

About Xecuritas

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