

Trend Micro™

InterScan™ Messaging Hosted Security Service Level Agreement Overview

InterScan Messaging Hosted Security is Trend Micro's leading hosted anti-spam solution, stopping spam and other email threats before they reach the network. As a SaaS (Software as a Service) solution, no maintenance or hardware is required, enabling IT staff and consultants to be more successful with less budget. In addition, Trend Micro provides unlimited email scanning capacity for one fixed price per user, and all upgrades and tuning are handled by Trend Micro's worldwide team of experts for always up-to-the-minute security.

Trend Micro's hosted anti-spam security offers significant cost savings over on-premise solutions while maintaining the flexibility and control companies desire to protect their email. For example, flexible policy management capabilities help to increase spam-blocking effectiveness, and outbound content filtering helps enforce compliance and prevent data leaks.

To ensure organizations of all sizes receive secure, uninterrupted email, Trend Micro provides an aggressive and contractually-binding Service Level Agreement (SLA) for InterScan Messaging Hosted Security with money-back remedies if we fail to meet the following service commitments.¹

100% AVAILABILITY

Trend Micro understands that email is critical to business operations. If availability of InterScan Messaging Hosted Security falls below 100%, the customer may be eligible for money back. In addition, unlike other vendors, our SLA availability commitment measures downtime in minutes—not hours.

Percentage Service Availability per Calendar Month	Percentage Credit of Monthly Charge
<100% but ≥ 99.99% (4.38 minutes)	20%
< 99.99% but ≥ 99.9% (43.8 minutes)	40%
< 99.9% but ≥ 99.0%	60%
< 99.0% but ≥ 98.5%	80%
< 98.5% but ≥ 98.0%	100%

#1 IN ANTI-SPAM

With millions of spam messages sent each day, even a fraction of a percent increase in the amount of spam reaching end users can have a significant impact on business productivity; organizations need a highly effective anti-spam solution to support business communications. Trend Micro commits to 95% or better spam blocking or the customer may be eligible for money back. In independent benchmark tests, InterScan Messaging Hosted Security received the highest spam catch rate—beating eight popular anti-spam solutions.²

NO MORE THAN 0.0004% FALSE POSITIVES

False positives—legitimate emails that are incorrectly classified as spam—can be as problematic as spam itself. Trend Micro commits that no more than four in one million valid emails will be incorrectly classified as spam in a given month or the customer may be eligible for a credit, with incremental increases up to 100% of the service cost for that month.

PHENOMENAL

“Our results were phenomenal. As soon as we had Trend Micro InterScan Messaging Hosted Security, spam dropped to acceptable levels. The new SLA Trend Micro is now offering is just another indication of both commitment to their customers and confidence in their service offerings.”

Tom Grant
IT Manager
Flexible Products Company

DETAILS THAT MATTER

Not all Service Level Agreements are alike. Be sure you understand the fine print.

- Does the SLA cover all critical service components including availability, spam blocking effectiveness, false positive rates, virus infection, email delivery latency and support responsiveness?
- Does the SLA provide aggressive remedies for even minutes of downtime in a given month?
- Does the SLA provide sufficient compensation if commitments are not kept (for example, does one percent downtime in given month—almost one full working day—provide a credit for only one percent of the monthly charge)?

¹ See Service Level Agreement for detailed remediation requirements. Trend Micro reserves the right to modify the Service or Service Level Agreement at any time without prior notice. The current version of this Service Level Agreement can be found in the InterScan Messaging Hosted Security administrative console for review by trial and paid use Customers.

² “Anti-Spam Comparison Report,” West Coast Labs, January 2009.

NO MORE THAN TWO MINUTES EMAIL DELIVERY LATENCY

If email delivery slows down, then business slows down. Trend Micro commits to no more than an average of two minutes of email delivery latency, that is, the time it takes to scan and forward valid email, or the customer may be eligible for a credit, with incremental increases up to 25% of the service cost for that month.

ZERO EMAIL-BASED VIRUS INFECTION

Trend Micro's industry-leading antivirus scanning is applied to all emails including any attached files, macros, and executables. Should a customer's system be infected by one or more email-based viruses the customer may be entitled to a credit of up to 100% of the service cost for that month.

SUPPORT RESPONSIVENESS

Technical support is available 24x7 via email or phone. Response time commitments are made based on the severity of the issue, ranging from two hours for critical issues to 24 hours for informational requests. If we fail to meet the target response time, the customer may be eligible for money back.

DISASTER RECOVERY

InterScan Messaging Hosted Security helps to ensure that inbound email is always received, even if your email server goes down. If the service detects that your email server is not able to receive email, then inbound messages will be queued for up to five days at the Trend Micro data center and forwarded when your email server is back online.

In addition, InterScan Messaging Hosted Security data centers are geographically distributed and include robust, fully redundant systems. If one data center becomes unavailable, emails are automatically re-routed to a different data center. This re-routing is transparent to the customer and will not impact delivery. Also, with InterScan Messaging Hosted Security customers receive a 100% availability service level commitment, and if downtime does occur, the customer may be eligible for up to 100% money back.

EMAIL PRIVACY

We understand the customer's need to keep email private. Up to 80% of a company's intellectual property can be contained in its email, and many industries are subject to privacy regulations. That's why InterScan Messaging Hosted Security is purpose-built to help assure email privacy.

Emails routed through the service are not stored for scanning purposes; the service applies automated pass-through technology without any human intervention. For additional content security, Trend Micro offers hosted Email Encryption as an add-on service to InterScan Messaging Hosted Security. It integrates seamlessly with the content filtering capabilities of the service for a simple, cost-effective way to enforce compliance with electronic data privacy regulations and secure confidential information.

EXPERIENCE THE VALUE

Trend Micro provides free 30-day trials for InterScan Messaging Hosted Security. With a simple redirect of your MX record, your email can be routed through the Service without disrupting your current mail infrastructure. Try the service today and experience the value of a hosted email security solution backed by the comfort of a comprehensive service level agreement.

>> trial.securecloud.com/imhs

BUILT WITH PRIVACY IN MIND

Trend Micro understands that a number one concern for customers is "will my company's email remain private?" In keeping with this, InterScan Messaging Hosted Security has been purpose-built with email privacy in mind. Customer emails are never stored for scanning purposes, and are processed without human intervention. Privacy and security are further assured through the following data center certifications.

North America:

- SAS 70 II
- ISO 9001
- Sys Trust

Europe:

- BS7799
- ISO 9001
- BSI Grundschutzzertifikat



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³ Law Technology Today, "EDD Tips for Email from the Front Line," March 2007, Frank Chambers <http://www.abanet.org/lpm/ltt/articles/vol1/is1/an5.shtml>