

STOPS E-MAIL VIRUSES AT THE INTERNET LEVEL

The StarSure CleanMail Anti-Virus service passes all e-mails through three leading virus-scanning engines at Internet level. Unlike traditional anti-virus solutions, StarSure CleanMail intercepts e-mail-borne viruses before they come anywhere near your network boundaries. Reactive anti-virus solutions which attempt to deal with the virus once it has entered a company's network can no longer cope with the new breed of e-mail-borne viruses which spread around the globe in hours. The delay which occurs while new signature files are obtained and updated can have an impact on critical business operations; meanwhile, the virus exploits this and spreads throughout the network. StarSure CleanMail's ground-breaking technology eliminates this window in time and eradicates the virus at source.

StarSure CleanMail is the only anti-virus service to offer 100% guaranteed protection from all known and unknown viruses, completely removing the threat of e-mail viruses from your network. StarSure CleanMail eliminates the virus threat from that 3% of viruses which a single desktop scanner can miss.

The StarSure CleanMail Anti-Virus service received worldwide recognition for not only stopping and naming the 'Lovebug' virus, but also protecting its own customers, ten hours before an official fix was publicly available.

HOW DOES STARSURE CLEANMAIL ANTI-VIRUS WORK?

Inbound and outbound e-mail is routed through MessageLabs' control towers, where it is scanned by three industry-leading virus-scanning engines before being passed onto its final destination. The whole process has no discernible impact on e-mail delivery times – on average, it takes one and a half seconds to process an e-mail – making the service totally transparent to the user.

Our virus-scanning partners are F-Secure, McAfee and Skeptic™, the unique heuristics- and rules-based scanner from MessageLabs. Signature updates are performed every ten minutes across all scanners to ensure that customers are fully

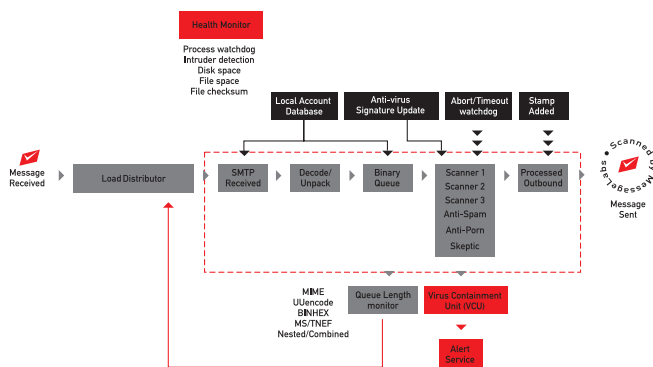
protected from the latest viruses. The system can also perform an 'instant update' in the event of a new outbreak. When a virus is detected, e-mail is automatically stopped and held for 30 days, while the sender and administrator are immediately notified, allowing appropriate action to be taken. The virus-scanning service is a fully managed service which can be switched on in a matter of minutes and requires no additional hardware installed on your business premises.

KEY FEATURES

- Uses three virus scanners – two commercial scanners (F-Secure and McAfee) and Skeptic™, our unique heuristics- and rules-based scanner
- Only AV system to offer 100% guaranteed protection against known and unknown viruses
- Signature downloads automatically performed every 10 minutes
- Skeptic™ uses artificial intelligence to detect new viruses
- E-mail traffic is monitored from our global operations centre 24/7/365
- Dedicated customer support 24/7/365
- No discernible impact on e-mail delivery times – an average e-mail takes 1.5 seconds for processing
- Load-balanced control towers in cluster formation
- Each control tower can process over 10 million e-mails daily
- Virus-infected e-mails are stored for 30 days and accessible in an emergency
- Dual locations for extra resilience
- Auto-generated notifications to sender and administrator
- Market-leading Compaq and Cisco hardware

SKEPTIC™

Skeptic™, MessageLabs' revolutionary and patented virus scanner, is the most advanced anti-virus technology in the world for identifying new viruses. Skeptic™ is a heuristics- and rules-based scanner, engaging a constantly growing knowledge-base of virus techniques and behaviour to identify new viruses or strains, without being dependent on the latest signatures, as with traditional AV software.



Skeptic's™ knowledge-base is compiled from years of experience in scanning large volumes of e-mail at Internet level and through close analysis of every virus intercepted by the service.

BUSINESS BENEFITS

- StarSure CleanMail's 100% guarantee against e-mail viruses means that you will experience a significant reduction in downtime associated with e-mail viruses.
- StarSure CleanMail Anti-Virus is a fully managed service requiring no acquisition of additional hardware or software, with all new virus signatures automatically uploaded. This means a reduction in time spent on in-house anti-virus maintenance, freeing internal IT resources for value-added projects.

- StarSure CleanMail Anti-Virus guarantees ultimate protection against virus risk, providing reassurance that your company reputation and brand image will not be damaged by a virus attack.
- Management statistics and reports delivered through Star Centre, Star's unique, on-line customer interface.

STAR CENTRE

Star Centre is Star's unique on-line customer interface, providing you with service statistics and reports in real time, enabling you to see how the CleanMail Anti-Virus service is performing for your business. It also allows you to easily identify any trends in e-mail and its content – and act on them.

Overview statistics available through Star Centre:

- Data on viruses intercepted – by day, week, month and year
- Statistics showing e-mail volumes and patterns – by day, week, month and year
- Virus activity by individual user and company domain

TECHNICAL SUPPORT

- Dedicated customer services executive
- 7am–7pm technical support and help desk
- 24/7/365 emergency technical support

For more information on the range of solutions available, please e-mail us (info@star.net.uk), call us on 0800 138 4443 or visit: www.star.net.uk