



email protection

ultimate security and privacy for email

assessing the risk

Efficient and economical, email is today's critical business communications tool. But there's a downside to our reliance on email – extreme vulnerability to security threats and a huge drain on productivity through spam. Consider the risks:

Spam. Spam accounts for up to 80% of email traffic. If each one of your employees spends 30 minutes every week sorting through their emails to delete spam, what is the impact to your bottom line? Also consider the amount of bandwidth and email server space that is wasted receiving and storing unwanted messages. What if this waste could be eliminated before it reaches your network?

False positive spam. Many anti-spam solutions are not specifically designed for business. The results are high false positive rates, meaning many legitimate emails are labelled as spam and deleted. Imagine the impact if your customers' emails were consistently blocked.

Viruses. Email may contain viruses that can infect and shut down your critical systems and applications. If your email server is corrupted, you could potentially lose all your customer correspondence – not to mention the costs to recover your system.

Phishing. Through links embedded in unsolicited emails, users are lured to seemingly legitimate Web sites. They are then encouraged to enter personal information which is in turn stolen and sold on the black market.

Loss of privacy. Email is the equivalent to a virtual postcard. As email is sent over the Internet, there is a real risk that someone other than the sender or the receiver can intercept, read or tamper with it. Imagine the potential impact to your customers and your brand.

the better way to protect email

TELUS offers a suite of fully managed solutions specifically designed to protect all aspects of email communications – spam, viruses, encryption and archiving. The advantage of a fully managed solution is that TELUS takes care of all monitoring and maintenance. Your organization does not have to provide the skilled resources that are required to manage and support a growing security infrastructure. TELUS Email Protection delivers key business benefits:

Industry-leading uptime and message delivery. With TELUS' superior network uptime, your email will be delivered promptly.

Effective spam filtering. Our spam filtering and false-positive rates are the best in the industry. TELUS has a false-positive rate of less than 1 in 250,000 messages (0.0004%).

Excellent virus protection. Unlike premise-based solutions, our virus definitions are updated every 10 minutes, 24x7.

Unbeatable privacy protection. Apart from filtering for unwanted content, email processed by TELUS servers is never changed, read, copied, distributed or otherwise tampered with.

Compliance with legislation. Our encryption and archiving solutions can help your organization meet government and industry regulations regarding email communication. Regulations may include archiving email communications for a number of years. Privacy legislation is also forcing the encryption of outgoing emails that contain private customer information.

No up-front capital expense. TELUS Email Protection solutions are hosted, which immediately lowers costs associated with processing spam. There is no software to buy or install, and no hardware to configure or maintain.

Free up IT resources. Instead of getting bogged down with system maintenance and updates, your IT people have the time to focus on more strategic projects.

comprehensive protection

TELUS Email Protection comprises a suite of services that can:

- Filter spam
- Scan and eliminate viruses
- Enforce policy
- Provide status reports
- Archive email
- Provide message continuity
- Encrypt email

security and privacy assurance

TELUS Email Protection solutions employ rigorous measures to ensure the privacy and security of your information and data:

- **Physical security.** TELUS maintains rigid security at its corporate offices and remote data centres where client data and information are housed.
- **Application security.** All application and server interfaces are password-protected over SSL encrypted tunnels.
- **Data security.** Emails sent via our Secure Mail Service are encrypted, and access to that data is controlled by strictly enforced policies.
- **Personnel security.** TELUS maintains strict policies for any staff who are allowed access to customer data and information.

take a closer look

TELUS Email Protection offers best-in-class solutions for seven key aspects of email communications:

- Spam filtering
- Virus scanning
- Policy enforcement
- Status reporting
- Email archiving
- Message continuity
- Email encryption

spam filtering

TELUS Email Protection uses proprietary, multi-layer spam technology to ensure that unsolicited email is automatically filtered before it enters your corporate messaging system. Our solution includes:

- **Real-time attack prevention.** All inbound email connections to the TELUS network are examined in real time, pre-emptively blocking servers that send illegitimate messages.
- **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, 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 spam that is difficult to detect.
- **Rules-based scoring.** To determine if the message is spam, 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.

virus scanning

TELUS Email Protection offers the most complete anti-virus service on the market. All inbound and outbound messages, attachments and documents are scanned for viruses and Trojan horses. While the typical business user might update virus libraries daily or weekly, TELUS updates virus definitions every 10 minutes, 24x7.

policy enforcement

Our blocking capabilities allow your organization to control inbound and outbound messages based on policy rules and message attributes. Potentially destructive, objectionable and unwanted files will be unable to gain access to your email infrastructure. This feature also prevents sensitive and confidential data from leaving your network.

status reporting

TELUS Email Protection provides tools for administrators to set filtering parameters and blocking rules. Reports include graphical views of message traffic, incoming and outgoing mail reports, results of virus scans, number of messages rejected by filters, spam totals, top 25 email senders and recipients, and top 25 spam recipients.

email archiving

TELUS Message Archive is an advanced message archiving and compliance system for email and instant messages. It can help your organization preserve the productivity and benefits of electronic communication while complying with the regulatory and legal demands placed upon businesses and their communication systems.

Message Archive intercepts and makes copies of inbound, outbound, and internal email as well as IM and other communication. Message copies are stored in a secure, tamperproof archive. Comprehensive indexing allows stored messages to be searched quickly and easily.

message continuity

TELUS Message Continuity is an always-on, email continuity and disaster recovery service that ensures continual access to email functionality during disaster and emergency situations.

email encryption

TELUS Secure Mail is a simple, cost-effective desktop-to-desktop email encryption service. It uses proven industry encryption standards and does not interfere with your existing email infrastructure. TELUS operates the infrastructure (hardware and software) for encryption, decryption and management of digital identities. All TELUS Secure Mail processes are invisible to users.