

## modusGate for MSSP's

### Introduction

Threats to corporate e-mail systems increase every day. Viruses are more sophisticated and show increasingly destructive payloads, and spam volume continues to rise — it now accounts for up to 70% of inbound SMTP traffic at some organizations. Phishing attacks designed to lure users to disclose confidential information are accelerating, and port 25 vulnerabilities — denial-of-service attacks, dictionary harvest attacks, and mail floods — are widely used by hackers and spammers.

At the same time, demand is rapidly growing for e-mail content control, either for inbound and outbound filtering of offensive material or for unauthorized disclosure of corporate intellectual property. Vertical markets also have growing concern: Healthcare, Government and Financial sectors variously mandate encrypted e-mail and archiving or human review of messages.

Today, a number of organizations use managed services to secure their e-mail systems because they filter out threats at the Internet layer before they reach the enterprise network. Such an approach requires no upfront infrastructure investment and can be implemented quickly, which can be particularly attractive when the enterprise wants a problem, such as spam or e-mail malicious code, to be fixed “now.”

But before outsourcing their eMail security corporations want to insure:

- **Accuracy** – Measures how well filters identify non-legitimate e-mail as spam (preventing false-negatives) and how well filters identify legitimate eMail (preventing false-positives)
- **Robustness** – Measures the service availability (eg: uptime guarantee of 99.999%) and the service performance (eg: 40 msg/sec),
- **Manageability & Control** – Determines how corporations and their users can keep track of their messages at any time, control their whitelist & blacklist, their anti-Spam & anti-Virus protection, their quarantine, their statistics...
- **Confidentiality** – Insures all email processes and flows are secure and possibly encrypted
- **Maturity** – How well the solution and service have proven their robustness, accuracy and manageability over the past years.

Using Vircom's modusGate secure email management gateway, MSSPs can answer all these customer requests and insure their lowest Total Cost of Servicing (TCS).

### Best in Class Solution

#### *Efficiency*

##### Advanced Perimeter Defence

Vircom's modusGate offers 9-layers of perimeter defence, protecting the MSSP network and their customer e-mail environments from the growing e-mail threats like Phishing, Denial of Service attacks, malware and fraud. Furthermore, as an MTA (Mail Transfer Agent or Mail Relay), the modusGate offer additional caching, routing and forward lookup capabilities reducing the load on the MSSP network and their customers' mail servers.

##### Accuracy

By studying the individual advantages of various technologies and identifying their weak points, Vircom has come out with a solution that not only uses multiple technological layers, but also multiple engines offering the efficiency of the statistical analysis with the accuracy of the deterministic methods. Vircom has therefore raised the standard of anti-Spam accuracy by catching 98.2% of all spam while delivering 99.99% of false positive protection.

Besides virus signatures, modusGate's virus blocking accuracy also comes from its ability to quarantine viruses based on behaviour or other attributes prior to a signature download. Vircom's modusGate also offers the ability to filter according to file, content/subject, or extension type, as well as the ability to filter outbound mail flows with the same capability as inbound services.

## Performance

MSSPs can rely on Vircom's modusGate to serve thousands of customers. The modusGate has been designed to support thousands of domains and to process more than 40 messages per second (about 3.5 million messages/day). A clustered configuration with several parallel modusGate's can easily double or triple this throughput.

## Robustness

The clustered modusGate implementation, called modusBlockade, offer MSSPs the performance, the scalability and the redundancy required as part of their disaster recovery plan. By adding one (or several) clustered modusGate node(s) to their existing configuration, MSSP's not only increase the performance but insure ultimate reliability.

## Manageability & Control

The modusGate secure email management gateway offers unequaled email manageability and control to MSSP's corporate customers and their users. Two of these features are presented here below.

### Advanced Quarantine management.

By providing end-users scheduled quarantine reports or quarantine web-access, users are reassured not to miss legitimate e-mails and system administrators do not spend time in reviewing blocked messages in search of a potential false-positive.

### Authority delegation (to corporate administrators or users)

By delegating to corporate administrators some (or all) of the e-mail security settings, MSSPs can define more flexible services. For instance corporate administrators could allow employees to manage their personal Whitelists/Blacklists or blocking options (Quarantine, Tag or Delete) while keeping the ability to substitute a corporate wide policy to these personal settings.

## Confidentiality

The ability to encrypt messages for mailing over the Internet is become increasingly important, particularly in the Healthcare (including pharmaceutical), Financial (including insurance) and Government sectors. Vircom's Modus advanced technology supports native secure e-mail facilities, from secure Web access to Quarantine to TLS encryption for server-to-server communication.

## Maturity

Vircom's mature Modus™ secure email management technology incorporates over 10 years of industry expertise, making it a powerful driving force in the defense against spam and email-borne fraud. Today, Vircom counts more than 1.000 customers in 100 countries. Its Modus™ technology has been awarded 9 times in 2004 only!

**QUARANTINE REPORT**  
This is a spam and virus report sent to francoisb@vircom.com on Sat Nov 13 05:00:12 2004

**IMPORTANT NOTE:** You are receiving this report because some of the e-mail that was sent to you or from you is suspected to be unsolicited (SPAM) or to contain viruses or other potentially harmful attachments. The suspect messages were neutralized by the server and are actually detained in a private, personal folder called a Quarantine Folder. In case one or more of the e-mails listed below are legitimate messages, you can release them from Quarantine by clicking on the Release link at the right. To remove them permanently from the server, use the individual Delete links or the Delete All links. If viruses or other potentially harmful attachments have been detected, they will be removed from the released message to avoid any damage to your system. In case of doubt or for any question, please contact your [SYSTEM ADMINISTRATOR](#).

If you don't want to receive this report anymore, [click here](#).

Your e-mail quarantine folder received: **6 New Viruses** --- **6 Viruses** --- **14 New Attachments** --- **80 Attachments** --- **1258 New Spam** --- **1639 Spam**

Your e-mail quarantine folder received: **6 New suspected virus**

Virus Type	Subject	From	Date	Size	Expiry	Delete
Scanning Error	[E: Few issue (ref: TC Koay of Penang)	ern.whittaker@vircom.com	Tue Nov 09 19:26:51 2004	15	1 day(s)	Delete
Netsky.AD@mm	[escaria por kilo	carer_quadros@best.com.br	Wed Nov 10 08:19:06 2004	44	2 day(s)	Delete
Netsky.P@mm	[E: Question	cbbookspr@aol.com	Wed Nov 10 15:55:03 2004	42	2 day(s)	Delete
Bagle.AB@mm	[E: Document	webmaster@darisp.com.br	Thu Nov 11 05:27:16 2004	35	3 day(s)	Delete
Bagle.AB@mm	[hanges...	ccocob@hotmail.com	Thu Nov 11 10:01:27 2004	34	3 day(s)	Delete
Netsky.AD@mm	[mpressa01	ntrevisan@unifra.br	Fri Nov 12 07:29:47 2004	44	4 day(s)	Delete

Currently Detained e-mail: **6 virus**

Virus Type	Subject	From	Date	Size	Expiry	Delete
Scanning Error	[E: Few issue (ref: TC Koay of Penang)	ern.whittaker@vircom.com	Tue Nov 09 19:26:51 2004	15	1 day(s)	Delete

Figure-1 : Quarantine Report Example

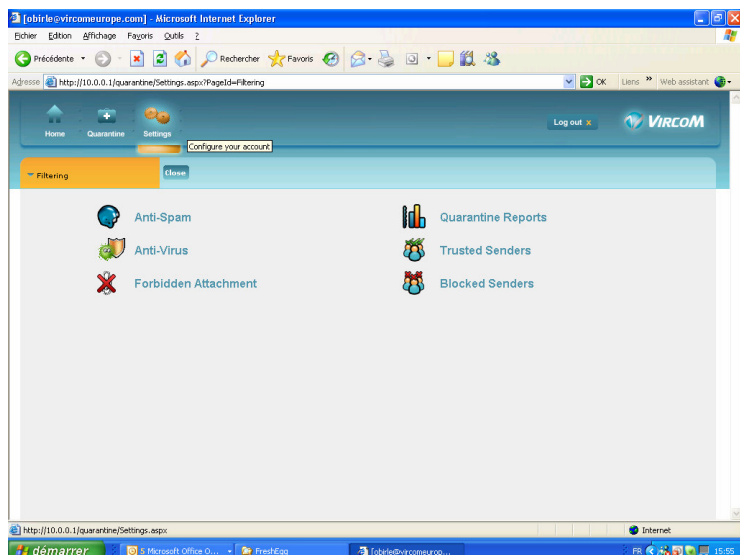


Figure-2 : User Authority Delegation

## Lowest Total Cost of Servicing (TCS)

Vircom's solutions have an historical presence at xSPs running services over their messaging infrastructures. We know that having the lowest Total Cost of Servicing (TCS) is of major importance for them.

This starts with providing the highest accuracy to avoid administrators to constantly trace wrongly handled e-mails. It continues with offering a fully self-managed implementation (making it "install & forget") in addition to delegation opportunities (allowing end-user to manage their own quarantine and/or anti-spam environments).

Here below are some of the features that ensure a minimal TCS:

### Self-Managed System

#### Automated User Database Management

Through its standards-based pre-authentication, the modusGate automatically builds its table of valid and alias-aware mailboxes. When the mailbox is removed from the main mail-server, it is deleted from the modusGate. This self-updating alias-aware mailbox database insures that users receive single quarantine reports, have a single WebQuarantine access (even if they have several addresses/aliases for the same mailbox) and that their personal settings only need to be defined once.

#### Self-updated anti-Spam & anti-Virus

Vircom's SCA engine is regularly updated (up to every 15 min) to block the latest and most creative spam. Similarly the modusGate is regularly updated with the latest anti-virus signatures. All updates are provided by Vircom and subscribed through Vircom to facilitate deployment and administration.

#### Corporate WebAdmin

Through Vircom's WebAdmin administration console, MSSPs can delegate e-mail security control to their corporate customers. Corporate IT managers can then decide either to follow the default MSSP settings or adapt these settings to their own corporate needs. This insures minimal administration work for the MSSPs and guarantees ultimate flexibility for their corporate customers.

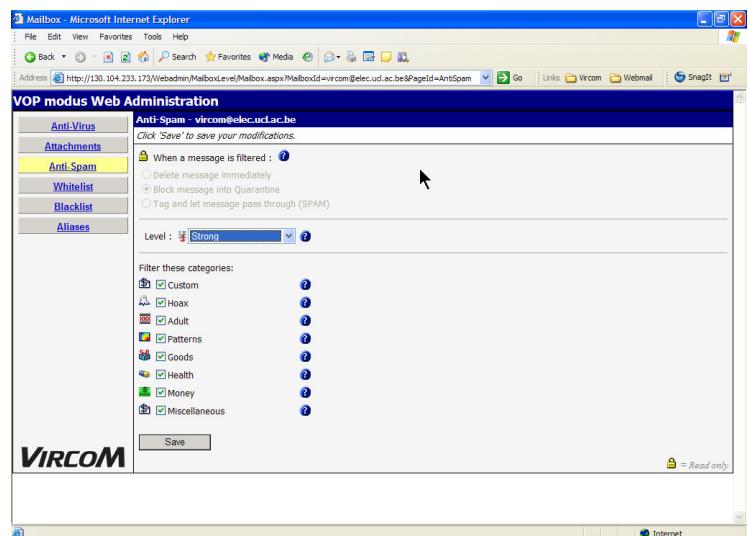


Figure-3: Corporate WebAdmin Interface

### Advanced Reporting and Tracking

Another important feature is Modus' statistics monitoring module, which records filtering behaviour at the server, domain and mailbox levels. At any time, end users and corporate administrators can access e-mail statistics, which are plotted per day, week and month.

The statistics module allows end users to consult their personal mailbox history, while corporate administrators can track all messages at the corporate or mailbox level. Detailed records of all e-mails scanned and stored enable system administrators to make informed decisions about network security based on documented trends in spam and other e-mail-borne threats.

Modus furthers these capabilities by allowing automated reports (PDF, HTML...) to be regularly provided to MSSPs and their customers.

### Integration and Customization

#### Customization

All web interfaces are easily customizable to the MSSP color schemes and logo. MSSPs can even define and design specific themes for their corporate customers, a potential source for additional service revenues.

#### Integration

The system can be integrated with other management tools like billing systems or SNMP management platforms for simplified administration. The modusGate can also collaborate with other email security tools like archiving or encryption solutions, and further use its Sieve-based policy manager to define content-based archiving or encryption rules.

## Customer Requirements

To fully benefit from Vircom's modusGate features, MSSP's customers will have to:

- Redirect their SMTP traffic towards the MSSP secure e-mail gateway(s) – DNS/MX record change
- Configure their firewall to only accept SMTP traffic from the MSSP secure e-mail gateway(s)

The modusGate pre-authentication is standardly done either via:

- SMTP (may require additional alias management),
- SMTP-VERIFY (may require additional set-up on mail server),
- Any LDAP Directory (incl. OpenLDAP – requires the creation of a modusGate read account on the directory),
- MS Active Directory (requires the creation of a modusGate read account on the directory).

For security reasons, all modusGate traffic towards the MSSP customer mail or authentication servers (mail flow and pre-authentication flows) can be encrypted.

## Pricing

In order to facilitate the pricing structure for the MSSP business, which is growing by nature, Vircom Europe has created a special monthly price list based on the number of mailboxes serviced. This will allow MSSPs to pay as they grow with a simple and flexible pricing structure.

Example of monthly rates:

### MSSP Pricing Monthly Prices

	MSSP Price / Months	
	AS	AS & AV Norman
< 250	125,00 €	155,00 €
< 500	205,00 €	255,00 €
< 1000	305,00 €	405,00 €
< 1500	375,00 €	505,00 €
< 2000	455,00 €	605,00 €
< 3000	605,00 €	805,00 €

AS – e-Mail security services, including perimeter defense and anti-Spam protection

AS & AV Norman – AS e-Mail security Services with Norman anti-Virus protection

Table-1 : MSSP Monthly Pricing

## Conclusion

ModusGate™ is a secure email management gateway solution designed to fit seamlessly within existing email infrastructures. Built on fourth-generation technology, ModusGate™ heightens email security with sophisticated management tools including a rock-solid perimeter defense, customizable Sieve scripts, network and user quarantines, dedicated anti-spam and anti-virus engines, email failover and the most accurate filtering available.

ModusGate™ sits in front of any network server and can be accessed and managed remotely through its web-based console. With a flexible design that allows corporate administrators to customize settings, ModusGate™ enables MSSPs and their customers to easily define and implement corporate policies.

Trusted by security-conscious ISPs and MSSPs, ModusGate™ offers unequalled threat prevention and sophisticated tools for safeguarding and managing inbound and outbound email communications.



Since 1994, Vircom specializes in advanced Internet infrastructure and server solutions for the ever evolving messaging and security needs of both the service provider and enterprise markets. With an uncompromising focus on R&D, combined with exceptionally strong client vendor relations, Vircom has become an undeniable player in the anti Spam market with its powerful Modus™ anti Spam technology.

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