

## OVERVIEW

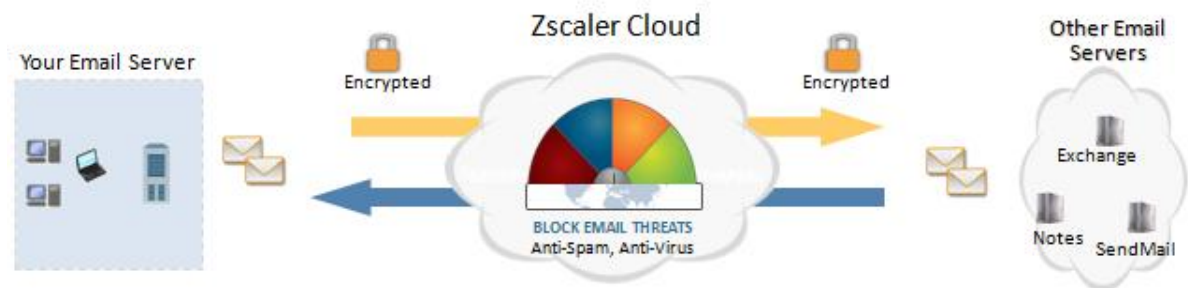
Email volume is growing every day. Administrators struggle with a growing number of appliances to block spam, viruses, and malware from entering networks, while also ensuring sensitive data does not leave the network via email. With over 80% of email being spam, much of enterprise bandwidth is wasted with messages that are simply dropped as spam. Appliance based solutions cannot keep up with the volume of mail and are forcing organizations to add more boxes each year to keep pace with the continued onslaught of malicious mail.

Enterprises across the world are adopting cloud based email security solutions. Cloud solutions offer enhanced security and scalability, while also offering lower cost and reduced maintenance overhead. Zscaler's Email Security Cloud offers a complete portfolio of email capabilities including malware protection, mail routing control, and data loss prevention. The cloud also offers seamless integration with active directory, a single administration and reporting portal to manage users globally, and the reliability and support that Zscaler is known for around the world.

Zscaler is already regarded as the global leader in cloud based web security. By adding email security, Zscaler now offers companies a single vendor solution for integrated email and web SaaS security.

**“With Zscaler, we get a more flexible and effective messaging security solution, and for less money, which made the decision to switch pretty straightforward”**

*- IT Director  
Global 2000 Company*



## WHO'S ON THE CLOUD TODAY?

Millions of users across 140 countries utilize the Zscaler Email Security Cloud every day. Companies from every sector including financial services, manufacturing, retail, government, education, as well as multi-billion dollar conglomerates have moved all their employees to the Zscaler Email Security Cloud.

## CLOUD INFRASTRUCTURE

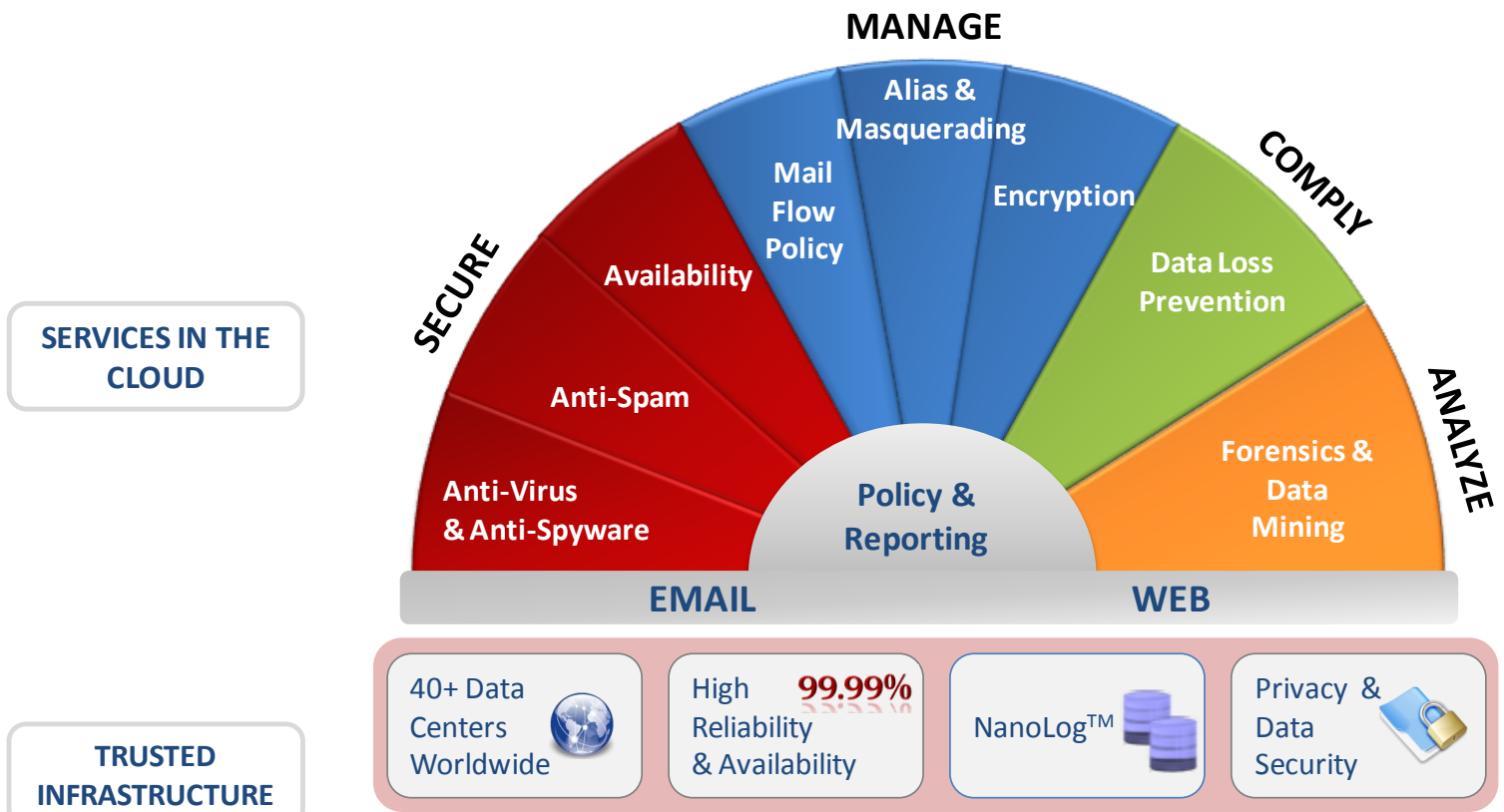
**“Zscaler provided the most granular control for incoming and outbound emails, allowing us to setup different policies and rule sets across the organization as required”**

- CIO  
 Leading US Law Firm

**Multiple Data Centers** – The cloud is deployed across 40 data centers around the world, providing access to the cloud locally. Zscaler’s Mail Transfer Agent (MTA) architecture is fully multi-tenant, enabling any organization to use any of Zscaler’s Enforcement Nodes (ZEN). NanoLog™ technology ensures that all the logs are consolidated, correlated, and made available to the administrator in real-time. Zscaler’s architecture was built ground up to deliver SaaS without compromise.

**High Reliability & Availability** – Each ZEN can operate as a enforcement node for email or web. With over 40 data centers, N-way redundancy ensures that the cloud is always available. Traffic from any ZEN can fail over to any other ZEN across the world, ensuring high availability, despite any regional failures such as natural disasters. All cloud components communicate with each other over secure links.

**Privacy & Security** – Our multi-tenant architecture was built from the ground up to ensure the highest levels of privacy and security. From Fortune 10 companies, to the most demanding government agencies in the world, our cloud has been tested and certified to be ultra-secure. The cloud is compliant with the most demanding data privacy regulations globally. Our data centers are located in facilities around the world with 24/7 monitoring and physical security with redundant power, cooling, and multiple internet uplinks. The ZENs do not store any transaction data to ensure highest level of privacy and security.



## EMAIL SECURITY SERVICES IN THE CLOUD

**Anti-Virus & Anti-Spyware** – The cloud is constantly kept up to date with the latest signatures and dynamic counter measures to protect against a comprehensive array of spyware and viruses. Companies no longer need to push signatures to datacenter hardware or end user desktops; it is all done in the cloud.

**Anti-Spam** – A world-class reputation engine front-ends Zscaler’s anti-spam solution. Reputation and spam updates are sent out to the cloud every 30 seconds to block the latest spam outbreaks. The Anti-Spam engine detects image spam, malicious URLs, and mutations in real-time. Each user gets their individual quarantine portal where they can release or drop suspect spam emails.

**Availability** – Zscaler simplifies disaster recovery measures with a highly reliable cloud architecture. *Delivery Assurance:* Zscaler receives and holds emails if the organization’s exchange server is unavailable. *DDoS Protection:* Zscaler mitigates all attacks and denial of service attempts in the cloud, keeping your network, exchange server, and firewalls free from excessive unwanted traffic. Cloud based directory harvest attack prevention ensures your servers as well as your information is protected.

“We selected Zscaler for its easy-to-use management console as well as its SaaS delivery model that allowed us to get rid of multiple hardware appliances.”

- IT Director  
Large Manufacturer

## EMAIL ROUTING SERVICES IN THE CLOUD

**Mail Flow Policy** – Through simple and intuitive policy rules Zscaler offers very granular mail flow rules that allow any email to be routed based on sender, receiver, and attachment file types.

**Alias & Masquerading** – Alias management, mail routing, and creating copies is simplified through the alias and masquerading policies. Organizations that have multiple email domains can ensure that consistent email addresses are presented for any emails external to the organization.

**Encryption** – Zscaler always attempts secure delivery of email messages when connecting to a remote MTA. Based on the combination of sender, receiver, and content of an email, administrators can enforce delivery of emails over an encrypted channel.

## EMAIL DATA LOSS PREVENTION (DLP) SERVICES IN THE CLOUD

**DLP Dictionaries** – Zscaler provides dictionaries that can detect three forms of data: *Well defined numbers* (Credit Cards, SSN, Canadian CSIN) where a full checksum is performed to minimize false positives, *Document detection* (Financial Statements, Medical statements, Source code) are Artificial Intelligence engines that detect this form of documents, and *Custom Phrases* where an administrator can define any important phrases to be detected in documents and conversations that leave the organization.

**DLP Engines** – Dictionaries are combined to form engines for detecting and blocking transactions to enforce PCI or HIPAA compliance. In addition, administrators can define their own engines that combine multiple dictionaries to detect and prevent loss of intellectual property.

**DLP Rules** – Zscaler scans all data leaving your organization over any email including the message body and attachments. The engines scan all Microsoft document formats, PDFs, or compressed archives. Rules can be set at the granularity of users, groups, or domains. The actions include encrypted delivery, dropping messages, or notifying the users.

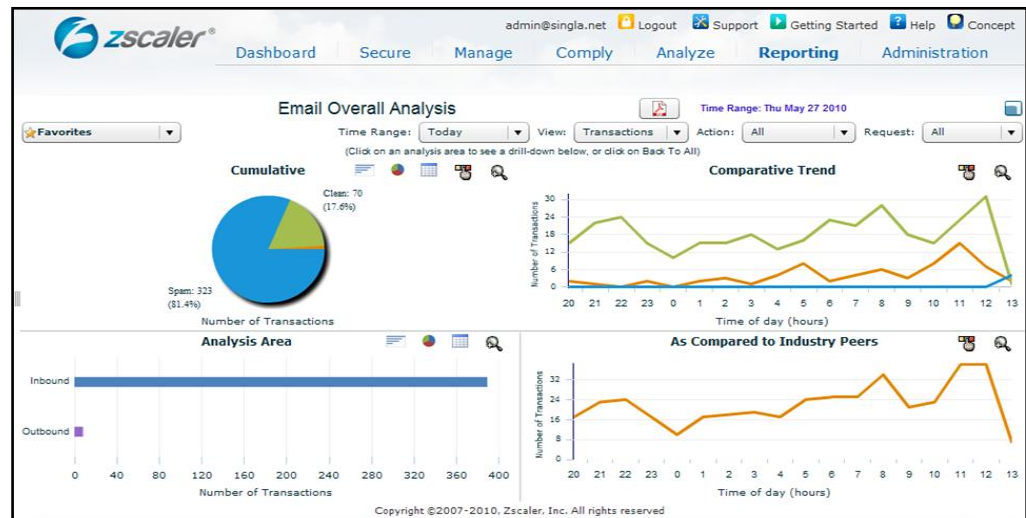
## UNIFIED POLICY AND REPORTING SERVICES IN THE CLOUD

Administrators have a single console to create a comprehensive policy across Security, Anti-Spam, Mail Flow Management, and DLP. Administrators manage their own policy and any changes are reflected across the entire cloud instantly.

Zscaler is unique in its ability to provide the IT administrator instantaneous access to logs of any email transaction, anywhere in the world. Through over 20 summary views and interactive drilldown capabilities, the administrator can quickly recover detailed transaction logs for event forensics.

**“We looked at several SaaS and appliance based solutions during our assessment and research phase, Zscaler consistently was ranked at the top”**

*- IT Director  
Medical Services Company*



## BENEFITS SUMMARY



### POWER

- Over one billion people utilize Zscaler’s Anti-Spam technology
- Eight fully integrated modules covering email security, routing, and DLP
- Powerful cloud based portal for policy, administration, and reporting



### SIMPLICITY

- Intuitive policy manager makes policy setup easy
- Deploy in minutes – simply point your MX record to Zscaler
- Cloud based quarantine



### COST SAVINGS

- No appliances, no software, no desktop clients
- No upfront costs, pay as you go
- No buying excess capacity (additional appliances) – cloud scales as you need capacity

## ONLY FROM ZSCALER

Traditional security vendors will tell you they have embraced the cloud, but look deeper. Building and running a cloud is complicated. Zscaler is the largest company in the world focused solely on cloud security. Our R&D centers span three continents, our cloud operates at four 9s availability, and our cloud specific patents stand at 30 and growing. Join the companies from 140 countries, who have thrown away their hardware and software, and moved to the Zscaler Email and Web Security Cloud. **Security made simple!**

## FEATURES AND SUITES OVERVIEW

**“Zscaler has built the most comprehensive and flexible email security solution – it’s easy to manage and meets the individual needs of our email users.”**

*- Security Specialist  
Government Organization*

	EMAIL SECURITY SUITE
<b>CLOUD PLATFORM</b> Access to any of Zscaler's cloud based data centers globally High Availability - 99.99% Near-Zero proxy latency - less than 10 milliseconds Fully cloud based - no onsite hardware or software Protect sensitive data with SSL and TLS encryption Full Active Directory and LDAP Integration with DHAP Intelligent mail routing to distributed exchange servers	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>AVAILABILITY</b> Delivery assurance if customer's mail server has an outage DDoS stopped in cloud to protect enterprise infrastructure	<ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul>
<b>REPORTING</b> Real-time reporting - any transaction anywhere in seconds 2 yrs summary + 6 mo transaction logs (extensible to 7 yrs) Integrated web and email reports for accurate correlation	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>ANTI-SPAM</b> Granular spam score rules by groups, users, and domains Individual user quarantine with no space limit Real-time IP Reputation based filtering Day-zero outbreak protection Inbound and outbound spam blocking Multi-language fully customizatable Quarantine portal	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>INLINE ANTI-VIRUS &amp; ANTI-SPYWARE</b> Signature based anti-malware protection for any file size Full inbound/outbound file inspection with near-zero latency True file type control by users, groups and destinations	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>MAIL FLOW CONTROL</b> Granular rules by user/group/domain for managing delivery Alias management for inbound and outbound emails Manage emails for any number of domains in a single policy True file-type detection for blocking attachments	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>
<b>ENCRYPTION</b> Mail flow policy based enforcement of encryption Enforce encryption based on detection of sensitive content	<ul style="list-style-type: none"> <li>•</li> </ul> <b>(optional)</b>
<b>DATA LOSS PREVENTION</b> Inline scanning of all email leaving the organization Log, block, or quarantine emails with confidential data Inspect Office, Adobe and multi layered zip files Customized phrase dictionary with fuzzy matching Predefined engines + dictionaries (HIPPA, PCI, credit cards)	<b>(optional)</b>

## CUSTOMER TESTIMONIALS


**Pitney Bowes**

- Pitney Bowes is a multi-billion dollar services company operating across 100 countries
- Pitney's old email solution was made up of appliances, software, and cloud vendors
- Needed to utilize multiple interfaces to manage anti-spam, mail routing, and DLP
- Wanted a comprehensive cloud solution with no onsite hardware or software
- Wanted a solution with world class email security and robust email DLP
- Zscaler offered seamless deployment and comprehensive functionality – all at a lower TCO



- Raritan Bay Medical Center (RBMC) is one of the top US hospitals, specializing in cardiology
- RBMC's IT staff was tired of managing appliances as malicious spam continued to grow
- RBMC wanted a robust cloud based email solution to protect their 3,000 professionals
- RBMC quickly and seamlessly deployed the Zscaler Email Security Cloud within hours
- Zscaler was so effective on email, RBMC decided to utilize Zscaler's Web Security Cloud as well
- RBMC now has an integrated email and web security solution managed from a single portal



- CINP is the Chamber of Notaries in France with 10,000 users, spread over 400 offices
- Previous solution was software based and provided mediocre Anti-Spam efficacy
- CINP IT staff spent several hours a week managing the software based email solution
- CINP chose Zscaler for its ease of use and no onsite hardware or software requirement
- Reporting and policy granularity, were key success factors for CINP
- CINP IT administrators were able to implement Zscaler over the course of a single day

## MORE INFORMATION

**eSec Managed Security**

Bagsværdvej 70B  
 DK-2800 Lyngby  
 tlf. +45 7020 5585

www.esec.dk

**USA & Canada**

+1-408-533-0288  
 usc-info@zscaler.com

**Latin America**

+52-1811-2551670  
 latam-info@zscaler.com

**Middle East & Africa**

+33-1-4561-3272  
 mea-info@zscaler.com

**Japan**

+81-3-6206-8535  
 jp-info@zscaler.com

**Northern Europe**

+44-845-00-99-531  
 neur-info@zscaler.com

**Central Europe**

+49-89-9544998-20  
 ceur-info@zscaler.com

**Southern Europe**

+33-1-4561-3272  
 seur-info@zscaler.com

**Eastern Europe**

+7-495-287-13-61  
 eeur-info@zscaler.com

**South East Asia**

+65-9796-5851  
 sea-info@zscaler.com

**Australia & New Zealand**

+61-3-9653-9088  
 anz-info@zscaler.com

**India**

+91-80-2667-2127  
 india-info@zscaler.com

**Greater China**

+65-9796-5851  
 china-info@zscaler.com

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