

Data Sheet



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Internet Gateway Anti-Virus & Spam Tagging Service

Anti-virus & Spam Tagging Service Features:

- Protect your information assets
- Secure online management portal with customer definable controls
- Advanced Detection of Spam and Malicious Email Content
- 10,000+ Message and Content Rules
- Adaptive Trend Based Learning
- Customer Definable Sensitivity Rule Management
- Advanced OCR Based Image Filtering
- Triple Layer Anti Virus Protection System From Independent Vendors
- Hourly Virus Scanner Updates
- Distributed SPAM Checking
- Definable Blocked and Safe Sender Filtering
- Fully Managed Service Delivery

Email is widely accepted as one of the most useful business tools ever invented, delivering billions of mail messages world-wide to our colleagues, customers, supplier's, friends and family alike. It delivers to every one, without preconception or question and in that equality hides a fast growing problem.

Anyone can email your business, from anywhere, about anything, any amount of times and it's becoming a major problem for many organisations. The vast majority of businesses view email as a business critical function, a service which has to be fast, efficient and available to the organisation 24/7.

However, delivering a high speed, always available Email service is becoming an increasingly impossible task to deliver in isolation. How do you differentiate between what is a legitimate email, like an order from a new customer, from a bandwidth clogging, potentially virus infected, resource wasting unsolicited email! (SPAM).

The ideal answer is; before it gets to your mail servers and into your inbox. Knowledge's ISP level mail gateways scan, trap, quarantine and where necessary delete SPAM and virus infected emails before they ever get the chance to clog your internal mail servers. Saving you considerable time, effort, bandwidth and money in dealing with the growing SPAM problem internally.

Our intelligent and adaptive AV & SPAM prevention service uses a combination of internal algorithms and filtering processes to identify the majority of SPAM. Our systems integrate into other global spam prevention networks to identify and filter out potential malicious mail content as close to the originating source as possible.

Virus protection comes in the form of three independent virus scanners. Each located separately across our core network and updated hourly to ensure the latest pattern files are available at all times.



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Using our customisable web interface, mail administrators can control their own access lists, edit and refine their own system sensitivity levels for different types of email and create their own black, white and gray lists for business definable mail control.

Block / Approve Suspect Messages

With our Anti-Virus and Spam Tagging Service it is possible to define actions for messages believed to be potential spam or definite spam. These actions include deleting messages before they enter the organisation, forwarding these to an administrator or straight delivery. It is possible to combine these actions for example, to monitor the effectiveness of your chosen settings.

Multi-Vendor Independent Virus Scanning

With multiple updates per day, the Anti-Virus and Spam Tagging Service employs three independent virus scanning engines to check all mail delivered through the service.

Header & Content Rule Management

Employing over 10,000 rules to accurately and effectively manage your email content. The rule management system analyses each mail message and scores the message content based on definable sensitivity weightings. Spam thresholds can be defined per domain-name to control the routing of email content based upon the organisations domain-names it has in use.

Phishing Analysis

Phishing, the practice of using email as a method of obtaining bank, credit or personal data for malicious purposes now accounts for the majority of spam. Our anti-virus and spam tagging service analyses each message for phishing attacks and can highlight suspect links to the user for closer examination.

OCR Based Image Analysis

With text base image spam on the increase, each image passing through our AV & ST service is passed through optical character recognition software to analyse the textual content of the image.

Distributed Spam Checks

Our Anti Virus & Spam Tagging services harnesses the power of the global spam community for content and address checking. These checks enable compromised hosts and servers sending spam to be detected and blocked quickly and efficiently without manual intervention.

Customer Definable Safe Sender list and Blocked Senders List

The Safe & Blocked senders list provides identification and filtering of messages based on the specific sender, IP address, domain name or recipient address. The safe sender's list guarantees that identified messages are always delivered. Oppositely messages added to the blocked sender list, results in email messages that are always deleted.



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