MessageLabs is uniquely positioned to offer service providers a “Clean Pipe” program allowing bundling of multi-protocol hosted security services with core Internet access services to the end user for a predictable cost. The services can be fully white labeled to provide a good customer experience backed by industry leading service level agreements (SLAs).

The services let you offer value-added, higher margin products by bundling MessageLabs hosted security services with your own products. Because MessageLabs Hosted Services operates ‘in the cloud,’ there is less for your operations group to manage, and you can take advantage of our economies of scale and cutting-edge security expertise.

### PROGRAM OVERVIEW

#### ENTRY REQUIREMENTS
- Installed base of 50,000 Internet or Firewall end users
- 12-month minimum contract
- Commitment to bundle services into your core service offerings

#### BENEFITS
- Add high-margin, recurring revenues with predictable cost model and no upfront costs
- Usage based per user per month charge so you only pay for what you use
- Differentiate your offering with added security to attract new customers and retain existing ones
- Address a key customer need – peace of mind through improved security
- MessageLabs account management and sales support
- Access to comprehensive online training and marketing materials
- Regular communications including regular newsletters

#### TECHNOLOGY BENEFITS
- MessageLabs requires no capital expenditure, less IT support and has complete scalability
- You have access to a comprehensive set of integration options to provide a good customer experience
- By blocking email and web based threats before they reach your network, we can reduce your processing storage and bandwidth costs
- Our hosted services don’t require any rack space in your data center
- Rapid ordering and provisioning means that you can get customers up and running cost effectively and quickly
- A customizable client portal lets users check for quarantined spam, get detailed reports and access MessageLabs global 24/7/365 support

#### CUSTOMER BENEFITS
- The reassurance of market-leading messaging security services and solutions
- A full range of services with industry-leading SLAs
- Customers only have to deal with a single provider for their network connection and security services
- Administration and end user portals provide detailed information and control
ABOUT OUR SERVICES
Our service offering lets you deliver clean Internet access delivering virus and spam-free email and safe web browsing to your customers. It is ideal for small and medium sized customers who want high levels of security but who do not have the IT resources to set it up for themselves.

MessageLabs Service Provider partners typically leverage our core services which include:

- Email Security: Anti-Virus; Anti-Spam; Image Control and Content Control
- Web Security: Anti-Virus, Anti-Spyware and URL filtering

MessageLabs’ additional range of services can be tailored to your customers’ needs and include:

- IM: Instant Messaging Security
- Email Encryption: Boundary Encryption; Policy Based Encryption
- Continuity: Email Continuity
- Archiving: Email Archiving

From a business perspective, we offer industry-leading SLAs and predictable, per-user, per-month costs paid on a usage model. Because we provide hosted security services over the Internet there is none of the upfront investment required to set up in-house security hardware or software.

WHY BECOME A MESSAGELABS SERVICE PROVIDER PARTNER
- High recurring profit margin with a predictable cost and a monthly bill for what you have used under a Service Provider License Agreement (SPLA) model arrangement
- Comprehensive set of automation and integration options provides cost effective ordering and provisioning and a good customer experience
- Recognition through sales and support certification

HOW THE PARTNERSHIP WORKS
MessageLabs services are available at a per user, per month price under a SPLA model so you only pay for what you use. We provide customized sales, marketing and technical support, including our training and certification program to help you make the most of our services. Rapid ordering, provisioning and configuration options means that your customers, resellers and sales people aren’t kept waiting.

You can offer MessageLabs services under our name or as your own product. We can tailor customer-facing control panels to fit your corporate identity. You can also choose which services to offer and how to bundle them with your products, with the option of additional services offered as an à la carte menu of add-ons.

HOW DO I SIGN UP?
Learn more about becoming a MessageLabs Service Provider at www.messagelabs.com.au/partners

If you have any questions, please contact us at +61 2 8220 7000 or email us at partners@messagelabs.com