

Trend Micro™

Hosted Email Security Service Level Agreement Overview

Trend Micro Hosted Email Security is a no-maintenance-required solution that delivers continuously updated protection to stop 99%+ of spam, viruses, and other malware before they reach your network. Trend Micro security experts perform all updates and patches 24x7—which means that your IT staff can focus on other critical business applications without neglecting email security.

Powered by the Trend Micro™ Smart Protection Network™—which scans more than 20 billion websites, emails, and files daily—Hosted Email Security protects over 30,000 companies worldwide with a contractually-binding Service Level Agreement (SLA). If we don't deliver, you're eligible for money back¹, and we provide up to 3x more SLA compensation than other vendors.

100% availability

Unlike other vendors, we measure downtime in minutes—not hours.

Percentage Service Availability per Calendar Month	Percentage Credit of Monthly Charge
<100% but > 99.99% (4.38 minutes)	20%
< 99.99% but > 99.9% (43.8 minutes)	40%
< 99.9% but > 99.0%	60%
< 99.0% but > 98.5%	80%
< 98.5% but > 98.0%	100%

We stand by the availability of our robust, fully redundant, geographically distributed datacenters. If one datacenter becomes unavailable, emails are automatically and transparently re-routed to a different datacenter, with no impact on delivery. If you experience anything less than 100% availability, you may be eligible for up to 100% money back.

#1 in stopping spam

If your end users see an increase in spam—even an increase of one-tenth of 1%—that can have a significant impact on business productivity. In independent benchmark tests, Trend Micro Hosted Email Security achieved the highest spam catch rate, beating eight popular antispam solutions.² And we commit to block 99%+ of all spam, or you may be eligible for money back.

Zero email-based virus infections

Trend Micro's industry-leading antivirus scanning applies to all emails, including attachments, macros, and executables. Should your system be infected by one or more email-based viruses, you may be entitled to a credit of up to 100% of the service cost for that month.

PHENOMENAL RESULTS

“Our results were phenomenal. As soon as we had Trend Micro Hosted Email Security, spam dropped to acceptable levels. The new SLA Trend Micro is now offering is just another indication of both commitment to their customers and confidence in their service offerings.”

Tom Grant

IT Manager, Flexible Products Company

DETAILS MATTER

Not all Service Level Agreements are alike—be sure you understand the fine print.

- Does the SLA cover all critical service components including availability, spam-blocking effectiveness, virus infection, false-positive rates, support responsiveness, and email delivery latency?
- Does the SLA provide aggressive remedies for downtime in a given month? Does it measure downtime in minutes or hours?
- Does the SLA provide sufficient compensation for failing to meet commitments? For example, does 1% downtime in a given month—almost one full working day—provide a credit for only 1% of the monthly charge?

¹ Money-back remedies are defined in the Trend Micro Hosted Email Security Service Level Agreement.

² West Coast Labs, Anti-Spam Comparison Report, January 2009.

No more than 0.0003% false positives

False positives—legitimate emails incorrectly classified as spam—can be as problematic as spam itself. If more than three in one million valid emails are incorrectly classified as spam in a given month, you may be eligible for a credit of up to 100% of the service cost for that month.

Support response that matches incident severity

Technical support is available to all customers 24x7 via email or phone. Response time commitments vary according to the severity of the issue, ranging from two hours for critical issues to 24 hours for informational requests. If we fail to meet the target response time, you may be eligible for money back.

No more than one minute email delivery latency

If email delivery slows down, business slows down with it. Trend Micro commits to an average email delivery latency—that is, the time it takes to scan and forward valid email—of no greater than one minute, or you may be eligible for a credit of up to 25% of the service cost for that month.

Disaster recovery

You shouldn't lose email just because your email server goes down. If we detect that your server is unable to receive email, we'll queue inbound messages for up to five days at the Trend Micro datacenter, then forward it to you when your email server is back online.

Experience the value for yourself

Try [Trend Micro Hosted Email Security](#) for a month—for free. With automated account creation and a simple redirect of your MX record, we can route your email through the service without disrupting your current mail infrastructure. See for yourself why 30,000 customers worldwide choose a hosted email security solution backed by our industry-leading service level agreement.

EMAIL PRIVACY

Hosted Email Security is purpose-built with email privacy in mind. We process email without human intervention. We never store it for scanning purposes. And you can rest easy knowing that our privacy policies meet the world's most stringent data center certifications.

North America data privacy certifications:

- SAS 70 Type II
- ISO 27001
- ISO 9001

European data privacy certifications:

- ISO 9001
- ISO 27001
- OHSAS18001 (LHR1)

For even greater privacy, just add Trend Micro Hosted Email Encryption. It integrates seamlessly with the content-filtering capabilities of Hosted Email Security, offering you a simple, cost-effective way to further protect confidential information and comply with electronic data privacy regulations.



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