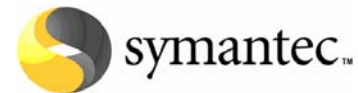




KAZ Managed Secure Email Service.

Powered by Symantec.

Delivering advanced technologies and best practice management for cost-effective email security.



In today's global market, email has become a critical business tool. The nature and extent of email's importance continue to evolve and it is estimated that business email will grow significantly to 2009. In addition, much of an organisation's intellectual property now resides in email and many organisations accept emails as written confirmation of approvals, orders and other transactions.

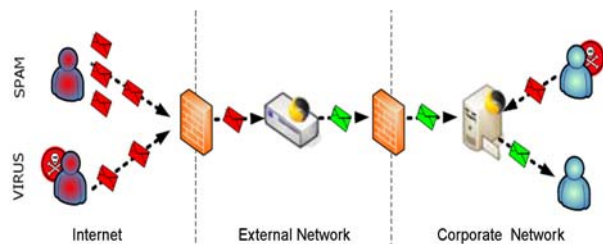
However, email is subject to increasing threats as the following statistics highlight:

- Over 60% of email is spam (Source: Symantec Internet Security Threat Report).
- Spam is growing at over 63% per year (Source: Ferris Research).
- Spam cost businesses \$4.2 Million in lost productivity annually (Source: IDC).
- 99% of business experienced outbreaks of viruses in 2004 (Source: ICSA Labs).
- 80% of viruses enter through the email gateway (Source: IDC).

Owing to this new landscape, managing threats to the integrity and availability of email services has become paramount for organisations around the world.

Using Symantec's Secure Email Service, KAZ can reduce this business risk for organisations. Our managed service controls all malicious content (viruses, spam as well as inappropriate content) flowing both from external sources as well as from within an organisation.

Together, KAZ and Symantec can leverage the best people, processes and technologies to deliver comprehensive control of email with superior cost-efficiency and single point accountability for our clients.



The Secure Email Service model.

Key Benefits

The key benefits to your organisation are:

- Reduced operational costs – potentially lower cost than companies can provide internally.
- Reduced organisational down time – proactive management to potentially reduce and eliminate virus outbreaks.
- All year round protection – the service monitors and protects your business 24 hours a day, 365 days a year.
- Quality of service – backed by KAZ's rigorous service level agreements.
- Predictable cost model – fixed fee per month service based on the number of users with no capital costs.
- Complete visibility – with direct access to management analysis and reporting tools, clients can view status and important statistical information from anywhere.

Key Features

Key features of the Secure Email Service are:

- Complete coverage – coverage across all email services not just your gateway.
- Vendor independent – manage Symantec, heterogeneous, or other vendor products.
- 24 hour incident response capability – the service is monitored on a 24 hour, 365 day basis with a team ready to respond and manage issues.
- Management dashboard – a secure management portal to view the status of the service.
- Reporting – regular reporting to management on service metrics and security statistics.
- Service desk integration – automatic ticketing integration with Peregrine and Remedy service desks.
- Fixed contracts – fixed price agreements based on 3, 4 and 5 year periods.

Our Approach

As the approach is not product driven, KAZ and Symantec take a methodical process oriented approach to ensure success. This involves:

- An analysis of a client's current network and internal processes.
- Establishment of a transition plan for moving to the new service.
- Design, build, test and transition to the service.
- Perform reporting, maintenance, monitoring and ongoing incident response services.

To achieve this cost-effectively, we:

- Establish automated processes and capabilities through world leading technology.
- Use the best industry experts to rapidly and efficiently manage the service.

KAZ and Symantec ensure that quality outcomes are globally consistent and repeatable by:

- Using tried and tested practices integrated into your business processes.
- Establishing automated workflow to manage programs of work.

Simply put, KAZ and Symantec use best of breed technology, expert people and proven processes to create an integrated management practice. We establish and maintain three important activities around this service:

1. **24x7 monitoring and incident response** – automated services track and notify our incident response teams of potential and actual issues.
2. **On-demand management reporting** – baseline and risk snap shot reporting for operational and executive management.
3. **Workflow management** – automated remediation and activity tracking integrated into major helpdesk ticketing systems such as Peregrine and Remedy.

These activities are delivered by expert staff trained and experienced in security risk management to ensure relevance to your business.

Symantec

Symantec is the world leader in providing solutions to help individuals and enterprises assure the security, availability and integrity of information - whether it is protecting personal information on a PC or building a global IT infrastructure that is safe, resilient and flexible. With over 4000 engagements worldwide every year, Symantec understands the issues clients face and the best methods to manage them.

More information: www.symantec.com

KAZ

An independently managed subsidiary of Telstra, KAZ is the largest Australian owned ICT company and a leading provider of managed IT services. With skilled resources, a detailed knowledge of infrastructure and processes and continuous client engagements, KAZ has the expertise to lower the cost, complexity and risk of information security management.

For more information

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