

# ContentCatcher Spam Management from Voyant Strategies

The 3<sup>rd</sup> Generation Managed E-Mail Gateway Security Service  
for organizations of all sizes



No one can argue that E-mail has become one of the most important tools for the successful Enterprise. By now your organization has probably attempted to secure its email infrastructure by either deploying spam-filtering software, or using an outsourced spam-filter, and you've realized that you are still spending way too much time, effort, and money keeping your e-mail systems safe and productive.

ContentCatcher is a third-generation e-mail gateway protection managed service, that takes the lessons learned from past spam-filtering efforts and puts in place a true hands-off, comprehensive solution that allows your organization to put its time, effort, and money towards your business goals.

## **The evolution of Anti-Spam solutions**

### *Host-based Software*

When unsolicited E-mail first became a problem, the number of messages that a person could expect to receive was low- perhaps 10 or so per day. Organizations deployed either client-based or mail server-based basic content filters, which would reject messages based on either keywords found or the sender's e-mail address. As spammers became more savvy both in their technique and their ability to send these messages en masse, these software-based solutions quickly became obsolete, as administrators would spend almost all of their time managing keyword and sender lists.

Anti-Virus companies eventually incorporated these rudimentary techniques to manage inbound spam, but these attempts would result in excessive use of computing resources that were not designed or sized to handle this additional load.

### *Appliances*

A natural evolution from host-based software, companies



developed complete systems that would sit next to a corporate firewall, and act as mail 'proxies', accepting connections on behalf of the mail server, and apply keyword and sender/domain filters as determined by a database that would be managed by the device manufacturer.

These appliances required changes in infrastructure, and represented single points of failure. Furthermore, their closed nature made them impossible to secure in a reliable manner, given that they usually used Linux-based kernels and open source software but did not allow the administrator to have root or console access to the units.

Also, firms that used these appliances were enslaved to the device manufacturer, as the firms were required to pay the device manufacturer significant amounts of money to receive ongoing updates to the keyword and sender/domain databases.

### *Outsourced Spam Filters*

As firms grew increasingly frustrated with in-house management of this problem, they turned to one of the hundreds of firms that offered to manage it for them- the Outsourced Spam Filtering companies.

Unfortunately, these service bureaus simply shifted the location of the administrative burden rather than eliminating it, as they simply employed very complicated spam-filters with web-based front-ends on their servers rather than the customers'. The client administrator was still responsible for day-to-day monitoring of the central spam quarantine, and still had to deal with users' questions regarding the impact of the software on the operation of the company.

Since some of these Outsourced E-mail Filters had User Guides with hundreds of pages requiring an administrator to become intimately acquainted with the inner workings of a new, complicated application, the solution was almost never fully optimized, even if a robust feature set was available.

To make matters worse, the service bureau would lock the unsuspecting company into a long-term contract, making it extremely difficult for them to hold the service bureau accountable for inadequate performance and/or customer service.

### **ContentCatcher - The 3rd Generation**

ContentCatcher is a Zero-Administration Managed E-mail Gateway Security Service that employs the latest anti-spam, anti-virus, and anti-phishing technologies in order to provide businesses with a foolproof and user-friendly way to deal with the spam problem once and for all. It is the true solution to the e-mail security problem, in that it eliminates the costs and risks of Spam and E-Mail Viruses, and does not create additional administrative burdens on your IT staff.

### *A True Managed Service*

ContentCatcher was designed to eliminate all of the overhead associated with managing an e-mail security solution. Our support team maintains a high level of expertise in inbound e-mail



management, and it is this team that interfaces not only with your administrators, but your end users as well, avoiding any costs related to your internal help desk.

Both the ContentCatcher End User and Administrator interfaces require no training whatsoever, as our support teams personally handle all tasks that would normally be left to your Administrative staff by other remedies, such as domain and user setup, mass list imports, and message tracking.

### *Best-in-breed technology*

Since ContentCatcher is delivered through MX-record redirection, firms can breathe easy knowing that as new technologies come out, they will be transparently incorporated into the ContentCatcher infrastructure- all this without any work, knowledge, or training on the part of the firm's administrative staff.

ContentCatcher utilizes nine distinct filtering technologies in order to give each message a comprehensive examination and come up with a valid disposition. As no spam filter can be perfect for everyone in a given organization, the solution is specifically designed to conform to each user's individual definition of unwanted mail, as well as prevent a "tree falling in the forest" dilemma where an unsuspecting user never receives a message that was sent to him.

These filtering technologies include, but are not limited to:

- " Public Spam IP Database
- " Relay Attempt Protection
- " Recipient Blocking or Remapping
- " Rules-Based Spam Check
- " Self-Learning Inference Engine
- " SPF
- " Grey List Lookup
- " Double Anti-Virus Check
- " Attachment Check

### *World-Class Content Filtering and Heuristics*

ContentCatcher takes all the work and risk out of managing spam filters. Our experienced team of engineers has developed an extremely scalable methodology for managing multiple rule-sets and our large heuristics databases, and delivers it to you in a way that is totally transparent and hands-off. We do the work so you don't have to.

### *Patent-Pending Sender Authorization technology*

Voyant has developed a proprietary algorithm that will always allow delivery of messages that originate from those your organization sends to- without any access to your outbound messages. This feature makes sure that e-mail threads are never interrupted, and allows a robust database of authorized senders to be compiled without any intervention from your users or



administrators.

Furthermore, ContentCatcher will automatically detect when multiple senders from the same domain are being authorized, and pass through all message from that domain if it is not a known mail-hosting ISP.

### *Dual-Layer Anti-Virus and Attachment Protection*

ContentCatcher utilizes two different extensible Anti-Virus filters to ensure that your environments are as secure as possible. In some cases, we write our own anti-virus signatures to prevent entire classes of threats before they infect your environment. ContentCatcher also stops many different types of Phishing attempts, so your users aren't duped into giving up either personal or business-related proprietary information.

We follow the SANS Organization's guidelines regarding attachment renaming and filtering, so you can rest assured that you are being protected by industry-recognized best practices.

### *Outstanding Customer Service*

Our support team will walk your administrator through the entire process of getting set up, as well as determining the optimal settings for your organization. After that, your organization benefits from the fact that we do not force you into a 'first-level' technical support queue- every support engineer is knowledgeable and empowered to make any changes necessary to optimize your experience. End users are encouraged to contact our support team directly if they have questions regarding the operation of the ContentCatcher user interface. We also maintain very detailed SMTP logs and can give you a 'proof-of-delivery' for any given message within a specific timeframe.

## **Summary**

ContentCatcher represents a best practice in E-mail Gateway Protection. It is the only solution that employs best-in-breed technologies and well-developed processes that eliminate the management costs and risks of all other solutions. No one can argue that E-mail has become one of the most important tools for the successful Enterprise. By now your organization has probably attempted to secure its email infrastructure by either deploying spam-filtering software, or using an outsourced spam-filter, and you've realized that you are still spending way too much time, effort, and money keeping your e-mail systems safe and productive.



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