

Proofpoint Managed Service for Email Security

Implement, Tune and Manage Your Email Security Solution

KEY BENEFITS

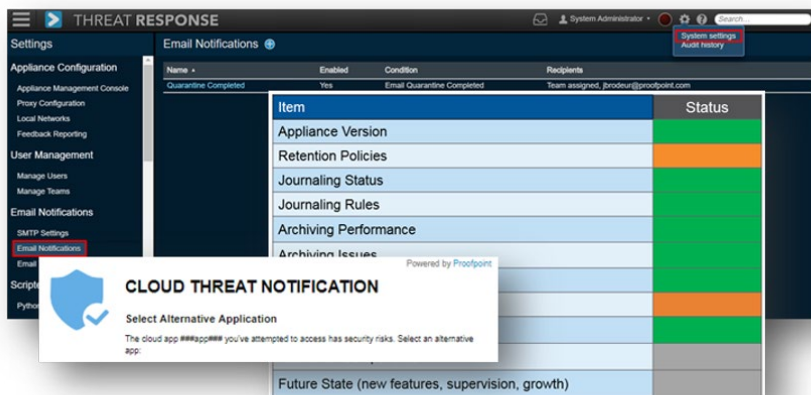
- Comprehensive service to ease your workload that includes everything from configuration to optimization to reporting.
- Leverage industry best practices used across our customer base, which spans the Fortune 100, Fortune 1000 and the Global 2000
- Successful outcomes that matter to you and assurance that your defensive systems stay ahead of the latest email threats

Proofpoint's Managed Service for Email Security provides an end-to-end service designed to take the workload off your teams. It implements, tunes and maintains the industry's best-in-class email security solution. We leverage best practices developed from real-world experience across our vast customer base and drive towards successful outcomes that matter to you.

With the investment that you would have spent on hiring and training personnel, you can free up your team to focus on incident response and other internal action items. You can do all that while leveraging our extensive technical expertise.

Managed Service for Email Security is offered at two levels, based on your engagement goals and business needs.

- Business hours coverage—nine hours a day, five days a week (local time): Proofpoint will operate and optimize your Proofpoint Email Security products (Email Protection, TAP, TRAP, and CLEAR) as well as provide strategic deliverables to improve your security posture, reporting and program management, and prioritized support.
- Full-time coverage—24 hours a day, seven days a week: In addition to operational and strategic deliverables, Proofpoint will provide incident management via a 24x7 security operations center (SOC).



Operational deliverables

Save time and gain peace of mind knowing you have the best security solution in place. Let our team take care of the configuration, tuning and optimization of your Proofpoint products, including:

Email Protection

- Safe list or block list, spam policy and anti-spoof management
- Inbound email authentication
- Update impostor display names for VIP users
- Setup and monitor user directory sync and SAML Authentication
- Monitor and verify user and group imports
- Configure and track exceptions for users and groups
- Add/remove customer admin GUI accounts
- Setup user digests and End User Web Interface
- Validation and management of TLS domains
- Configure routing for new domains
- Monitor out-of-the-box and customer quarantine folders
- Message results investigation
- Message trace via SmartSearch and Email Protection Console
- Monitor SMTP queues
- EMFW rule and policy route consultation

Targeted Attack Protection (TAP)

- Add or remove URLs to block list and exceptions list
- Review false positives
- Provide notice of at-risk incidents
- Update VIP users list

Threat Response Auto-Pull (TRAP)

- Configure and tune rules for pulling delivered malicious emails from user inboxes
- Monitor TRAP for failed actions and provide notice of at-risk users or mailboxes
- Perform manual pullback of emails via SmartSearch or CSV export

Closed-Loop Email Analysis and Response (CLEAR)

- Investigate emails submitted via CLEAR where TRAP does not automatically act

Strategic deliverables

Uncover additional value within our best-in-class email security solutions that only Managed Service for Email Security can provide.

- Complete regular health checks for your Proofpoint solutions that implement best practices to improve your security posture
- Integrate with SEIM platforms, like Splunk

Prioritized support

Leverage our services team to get “white-glove” treatment with prioritized support. This moves you to the front of the line to resolve issues faster. It means you will have the latest patches, features and product releases working for you right away.

- Support ticket escalation and follow-up
- False positive or false negative review and follow-up
- Defect tracking

Reporting and program management

Access the reports you need to demonstrate success to your executives and business stakeholders, including functional incident tracking and executive summaries.

- Weekly checkpoint calls
- Executive-level reporting and monitoring
- TAP and TRAP incident review
- False positive or false negative reporting

LEARN MORE

For more information, visit [proofpoint.com](https://www.proofpoint.com).

ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ: PFPT) is a leading cybersecurity and compliance company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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