

Symantec™ IM Manager 8.0

Instant Messaging Security, Management and Compliance Archiving for the Enterprise Customer

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What is Symantec™ IM Manager?

Symantec IM Manager is the industry's most widely deployed and trusted solution for secure IM management – enabling organizations to control the use of public and enterprise IM for real-time communication while helping to ensure compliance with legal and corporate governance policies. With unparalleled scalability and reliability, IM Manager seamlessly manages, secures, logs and archives all corporate IM traffic with certified support for public and enterprise IM networks, including AOL, MSN, Yahoo!, GoogleTalk, ICQ, IBM Lotus Instant Messaging (aka Sametime), Microsoft Office Live Communications Server (LCS) 2003/2005, Jabber, Reuters, Antepo and others.

Key Benefits

Symantec IM Manager empowers businesses of all sizes, across all industries to:

Secure all aspects of IM

- IM Manager secures corporate networks against external threats such as IM viruses, worms and malware through usage of real-time content filtering, worm and virus signature detection, behavior based threat protection, file-based antivirus scanning and other best-of-breed security capabilities.
- IM Manager also protects organizations against the loss of sensitive information or intellectual property over IM through granular policy controls for internal IM usage, including internal message routing, regular expression pattern matching and real-time user monitoring.

Enforce IM content and regulatory compliance

IM Manager ensures organizations are able to enforce content and regulatory compliance policies for all aspects of IM:

- Selectively log messages based on user, group or domain attributes
- Guarantee 100% message capture and logging through integrated message queuing
- Selectively insert message disclaimers
- Capture 100% of message traffic for internal or external third-party archiving.



Manage and control Instant Messaging for enterprise communications

IM Manager is able to manage and control all aspect of IM, including granular policy controls for files, audio, video, voIP, application sharing and other real-time communication capabilities associated with IM. In addition to other comprehensive management and control capabilities, IM Manager:

- Provides administrators with the ability to authenticate and register IM users against LDAP and Active Directory structures
- Implements priority-based policies for effective policy enforcement
- Provides in-depth real-time and ad-hoc reporting and analytics for IM

Key Messages

Symantec IM Manager provides the most comprehensive Instant Messaging Security, Management and Compliance Archiving solution for the enterprise customer:

- **Delivers powerful Instant Messaging threat protection** and remediation that secures the customer's real time communications infrastructure against the latest threats such as worms, spam, viruses, phishing, and other unwanted content.
- **Offers fully integrated management and compliance archiving solution** for corporate policy enforcement, HR and legal risk management and regulatory compliance. (SEC, NASD, Sarbanes Oxley, GLB, etc)
- **Automatically delivers security updates** in real-time to ensure the most effective, real-time threat protection from new IM-based threats.
- **Provides the industry's only behavior-based and network anomaly monitoring** and remediation for preempting IM attacks and worm outbreaks before they occur, all connected to a global community connected in real-time.
- **Enables Centralized Management** for all the leading instant messaging networks, including AOL, Microsoft, Yahoo! and GoogleTalk as well as for the enterprise IM offerings such as Microsoft Live Communications Server, IBM/Lotus Sametime and Jabber.

What's New?

	IM Manager 8.0 Features	Benefits
Advanced Analytics & Reporting	<p>NEW</p> <ul style="list-style-type: none"> • Trend-based reporting of IM activities, including the scheduling of trend reports and automatic emailing of reports with PDF formats • Integrated reporting engine with an embedded reporting, statistics and content aggregation engine • Multiple reporting output formats, including HTML, PDF, CSV, XLS and other formats • IM policy impact logging and reporting for all changes or modifications to end-user behavior • Customizable reporting capabilities embedded with IM Manager <p>Improved</p> <ul style="list-style-type: none"> • Enhanced dashboard reporting and visibility for all aspects of IM management and control, including summary reporting views 	<ul style="list-style-type: none"> • Provides customized reporting to meet specific business requirements • Flexible output formats for integrating into business & IT processes • Reduces message and database overhead and data management challenges through simplified reporting and aggregation • Provides administrators with insight into IM usage and growth patterns for managing IT costs and corporate IM usage
Real-Time Alerting & Notifications	<p>NEW</p> <ul style="list-style-type: none"> • Integrated alerting counters for monitoring file transfers, logins, messages • Configurable thresholds for filtering system and content filtering events based on frequency of occurrence and duration • Logical operators for linking alerts based on specific business requirements • Multiple alerting outputs for notifying administrators about critical system events 	<ul style="list-style-type: none"> • Provides administrators with the ability to determine which events they should receive • Tailors notifications to specific business requirements based on logical definitions to maximize awareness
Extended IM Feature Controls & Filtering	<p>NEW</p> <ul style="list-style-type: none"> • Categorized content filtering for establishing, enforcing and monitoring content filtering policies • Granular IM client feature controls for managing access and usage of IM, file transfers, audio, video, application shared and other advanced features • Native support for public IM rendezvous file transfers to transparently manage and control consumer IM clients. <p>Improved</p> <ul style="list-style-type: none"> • Enhanced content filtering based on internal, external and all IM activity 	<ul style="list-style-type: none"> • Enables the control and blocking of enhanced IM client features based on organizational needs • Provides enhanced content filtering based on user location and business function. • Delivers out-of-the-box support for consumer IM service features without increasing IT costs or administrative burden



Microsoft Live Communications Server	<p>NEW</p> <ul style="list-style-type: none">• Full message injection for sending message disclaimers and notifications• Real-time reporting for logged-in users and current conversations to provide administrators with active LCS user awareness <p>Improved</p> <ul style="list-style-type: none">• Mobile client and Web client certification for LCS 2005.• Public IM Connectivity and management using native LCS topologies and load balancing configurations.• Comprehensive feature controls including remote assistance, voIP and application sharing controls.• Transport Layer Security (TLS) support including administrative selection of encryption certificates during setup and configuration	<ul style="list-style-type: none">• Supports end-to-end management and security for Microsoft's LCS product thereby enabling IT departments to deploy LCS across the enterprise• Provides IT administrators with visibility into the adoption, utilization and growth rates associated with LCS to improve controls and service delivery• Supports multiple deployment and operational environments to maximize flexibility and reduce unnecessary costs.• Delivers the set of controls that enable administrators to selectively choose which LCS features are enabled.•
GoogleTalk	<p>NEW</p> <ul style="list-style-type: none">• Full policy management, security and compliance for GoogleTalk usage within an organization's network	<ul style="list-style-type: none">• Provides full feature parity for GoogleTalk thereby enabling administrators to manage and secure GoogleTalk within their organization
Real-Time Threat Protection System (RTTPS)	<p>NEW</p> <ul style="list-style-type: none">• Web proxy support for receiving automatic updates of IM worm and malware signatures• GoogleTalk predictive threat protection for automatically detecting and blocking potential malicious IM messages.	<ul style="list-style-type: none">• Provides enhanced capabilities for automatic remediation of potential IM threats before costly outbreaks and infections• Expands IM Manager threat protection to maximize threat protection coverage and further minimize exposure points.• Enables more advanced tracking of system availability and policy enforcement activities.



Continuing Features & Benefits

Dynamically manage instant messaging to drive business results

Configurable Group Policies

Group policy based administration to enable administrators to easily manage single and large enterprise groups with pre-defined, configurable rules.

IM Screen Name Registration

Map ambiguous public IM screen names to actual employee names in the corporate directory.

Intelligent Routing for End-User Access Control

Manage internal network IM usage and control access to external IM networks by user or group.

Server-Based IM Management

Deploy IM Manager without investing resources to update or modify user desktops, while dynamically detecting inappropriate use of IM.

IM Usage Statistics & Reporting

Easily capture IM usage statistics and report on individual, group and network usage.

In-Depth System Diagnostics

Access in-depth system diagnostics to determine the overall health of organizational IM infrastructure components.

Protect the organization with security and usage control policies

Zero-day Threat Prevention

Patent pending real-time filters scan message content and user behavior enabling the fastest identification and quarantine of IM threats.

Powerful Content Scanning

Real Expressions based content filtering allows for custom and standard scanning of messages.

File Transfer Controls

Block IM-based file transfers to prevent unscreened files from traversing your network.



Virus Scanning

Enable safe IM file transfers by utilizing integrated antivirus security scanning, including integrated antivirus agents with Symantec AntiVirus Scan Engine. IM Manager also works real-time with Symantec and Trend-Micro anti-virus solutions.

Spam Control

Identify IM spammers and block unwanted IM at the network level.

Internal Routing

Route IM communication traffic internally to ensure data protection and preserve privacy of proprietary information.

Authentication Enforcement

Authenticate employees against internal corporate directories before allowing public IM network access.

Controlled External Communications

Restrict external IM communication among predefined users or eliminate all external IM communications.

Comply with legal and corporate compliance standards

100% Reliable Logging

Capture all IM message traffic, regardless of public IM network, hosted IM network, and enterprise IM network usage.

Robust Log Review Administration

End-users are able to securely and centrally access and review Read-Only transcripts of IM sessions. IM Manager administrators are also able to centrally and securely access Read-Only transcripts of group messages.

Rich Message Archive

Access a rich message archive correlated with employee data that has been imported or synchronized with enterprise directory structures. By linking employee information with IM transcripts, organizations are provided enhanced search and reporting capabilities.

Compliance Auditor Workflow

Provide auditors and administrators with compliance workflow to assist in reviews of IM sessions, including the ability to append audit comments and mark messages as reviewed.



Real-Time Content Filtering

Block messages and/or notify administrators when messages containing restricted phrases are detected.

Company Specific Legal Disclaimers

Include custom disclaimers in IM conversations to disclose legal, privacy, or corporate use policies.

Deliver a solution architected for the enterprise

Certified Technical and Business Partnerships

Utilize any leading IM network by taking advantage IM Manager's certified support for Microsoft, AOL, Yahoo, IBM, Jabber, Reuters, and Communicator.

Reliable Performance

Ensure quality of service with the industry's most reliable IM management system, architected without a single point of failure and zero message loss.

Proven Scalability

Regardless of company size or organization need, deploy with the only IM management system that has been independently certified and proven to scale in Fortune 500 companies.

Extensible Architecture

Leverage existing infrastructure investments and integrate with the best-of-breed archiving, compliance, and security solutions.

Pricing/Licensing

Per-user perpetual pricing:

- Customers purchase a perpetual license with annual maintenance

Maintenance contains:

- Maintenance cost includes software upgrades, 24x7 automatic security updates and real-time threat protection system and Gold support.

Licensing term:

- Perpetual licenses with an annual maintenance

Minimum System Requirements

Windows® 2000 Server

Computer	Intel® Pentium® III or compatible; 30 GB hard drive
Operating system	Windows Server 2003, Windows 2000 Server Service Pack 4 or later; Red Hat Enterprise Server 3.0 for the pass through relay (for DMZ deployment)
Additional software	Microsoft Core Services XML 4.0 SP2; Internet Information Services 5.0 or greater
Memory	512 MB RAM
Database System	SQL Server 2000 SP3; oracle 9iR2 (9.2.0.4); MSDE (8.00.761 included)
Browser	Microsoft® Internet Explorer v6.0 or later

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