

IMlogic

Overcoming IM Problems in the Enterprise

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IM makes it possible
IMlogic makes it work

1. Complexity & Chaos

“40% of firms that use IM today already have 3 or more IM networks.”

-- Osterman Research

2. Security Vulnerability

“Securing Instant Messaging is one of the top 3 priorities for IT managers in 2004”

- Yankee Group

3. Legal Risks

“Members must also ensure that their use of instant messaging complies with applicable SEC and NASD recordkeeping requirements.”

- NASD

4. IT Headaches

“We tried to shut off IM and were immediately flooded with support calls. With over 50,000 employees, this was a nightmare!”

-- Andy Brown, CTO, Merrill Lynch

 Viruses, Worms, and Malicious Code over IM

 Identity Theft and Spoofing

 Information Security Leaks

 SPAM over IM -- SPIM

IM is a Vector for Viruses, Worms and Malicious Code

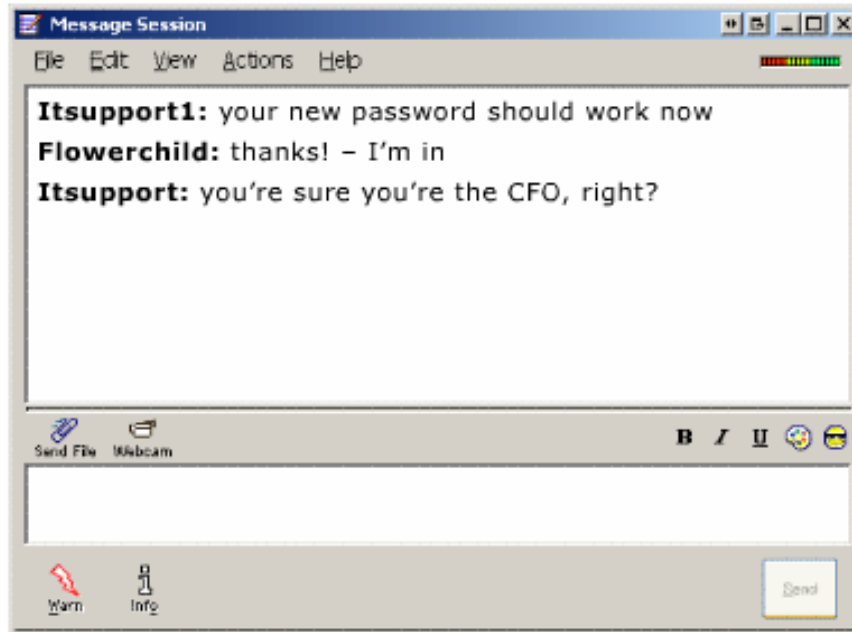
- Trojan viruses that steal IM Info
 - Buddy lists, passwords, log files eg eFront-ICQ case
- Trojans that steal info *via* IM
 - IP addresses, System Info, etc.
- Viruses that remotely control computer systems *via* IM
- Classic worms
 - Over 30 known IM worms today
 - Uses APIs from MSN, ICQ, Yahoo, AOL, etc.
 - Send files to designated “buddies”
- Blended threats
 - Uses IM to find vulnerable systems and spread faster



Examples of IM Vulnerabilities

Fizzer	AIM Canbot
Jitux	W32.Choke
Aplore	Aplex Osama

IM Lacks Strong Authentication and Identity Management



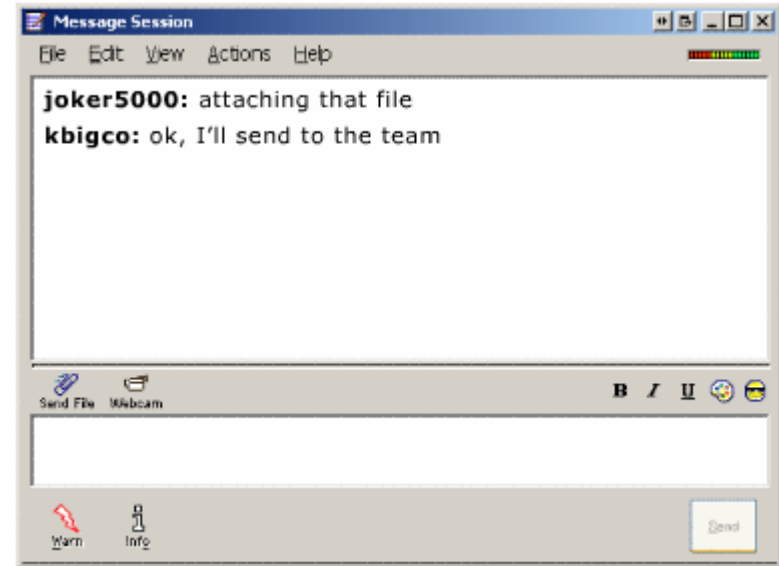
- Trust AOL, MSN, and Yahoo for authentication
- No ownership of domain names (e.g., company.com)
- No federated authentication
- No identity management
- Who owns your ID?

69% of IM Users have Anonymous Screen Names!

- eWeek Survey

IM creates a Hole for Information Security Leaks

- Files may be transferred without any surveillance
- URLs and sensitive content may be sent via IM
- No logging or auditing
- No communication boundaries
- No content filtering

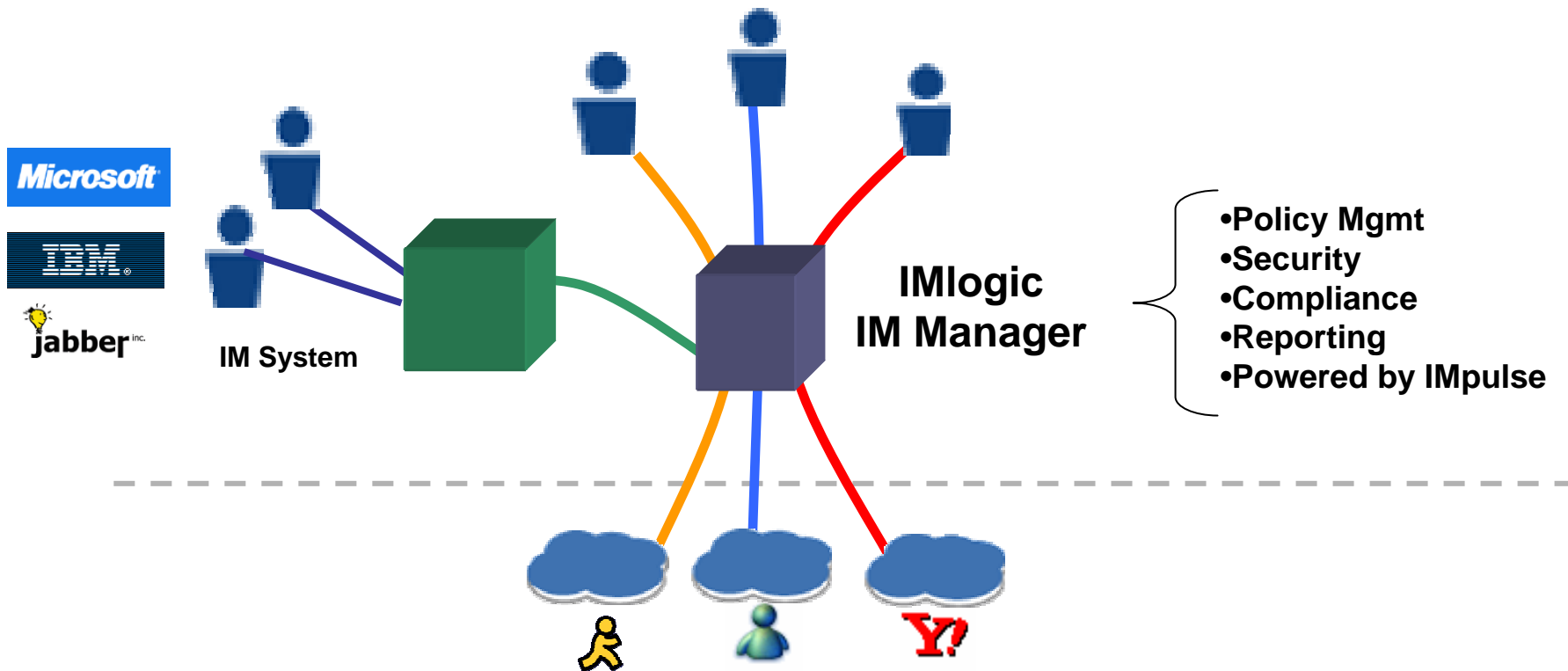


36% of IM Users have sent confidential information using IM!

- eWeek Survey

- **SPIM is COMING SOON!**
- **Pervasive and Growing!**
 - Less than 10% of IM Traffic Today
 - Predominately Targeted at Teenagers
 - User Level Protection Better than E-mail
 - Concentrated Network Level Controls





Leading IM Management System with over 100 Enterprise Customers and 400,000 Deployed Seats

- **Transparency to End Users**

- Detect and control IM users without touching desktops or changing end user behavior

- **IM Screen Name Registration**

- Map anonymous screen names to IDs and groups in corporate directory

- **Full Rules-Based Policies**

- Control IM usage on all IM networks by IDs or groups in your corporate directory

- **IM Usage Statistics**

- Gain visibility on who is using IM, which networks they are using, and peak usage times

- **Virus Scanning and File Transfer Control**
 - Block file transfers or scan files with integrated virus scanning engines
- **Internal Routing and Controlled External Communications**
 - Route employee-only IM communications within your network and limit external messages to approved recipients
- **Strong Authentication**
 - Authenticate employees against the corporate directory before allowing access to the IM networks
- **Spam Protection**
 - Identify spammers and block unwanted messages at the network level

- **Rich and Reliable Archiving**

- Capture all IM messages across all major IM networks and enrich the archive with corporate directory data

- **Real-Time Content Filtering**

- Block messages and / or notify administrators when messages containing restricted phrases are sent

- **Compliance Auditor Workflow**

- Review conversations, append audit comments, and mark messages as reviewed to demonstrate compliance procedure

- **Legal Disclaimers**

- Include custom disclaimers in IM conversations to disclose legal, privacy, or corporate policy use to all participants

- **Certified Partnerships**

- Unique contractual technical service and support from leading IM networks such as Microsoft, AOL, and Yahoo

- **Reliable Performance**

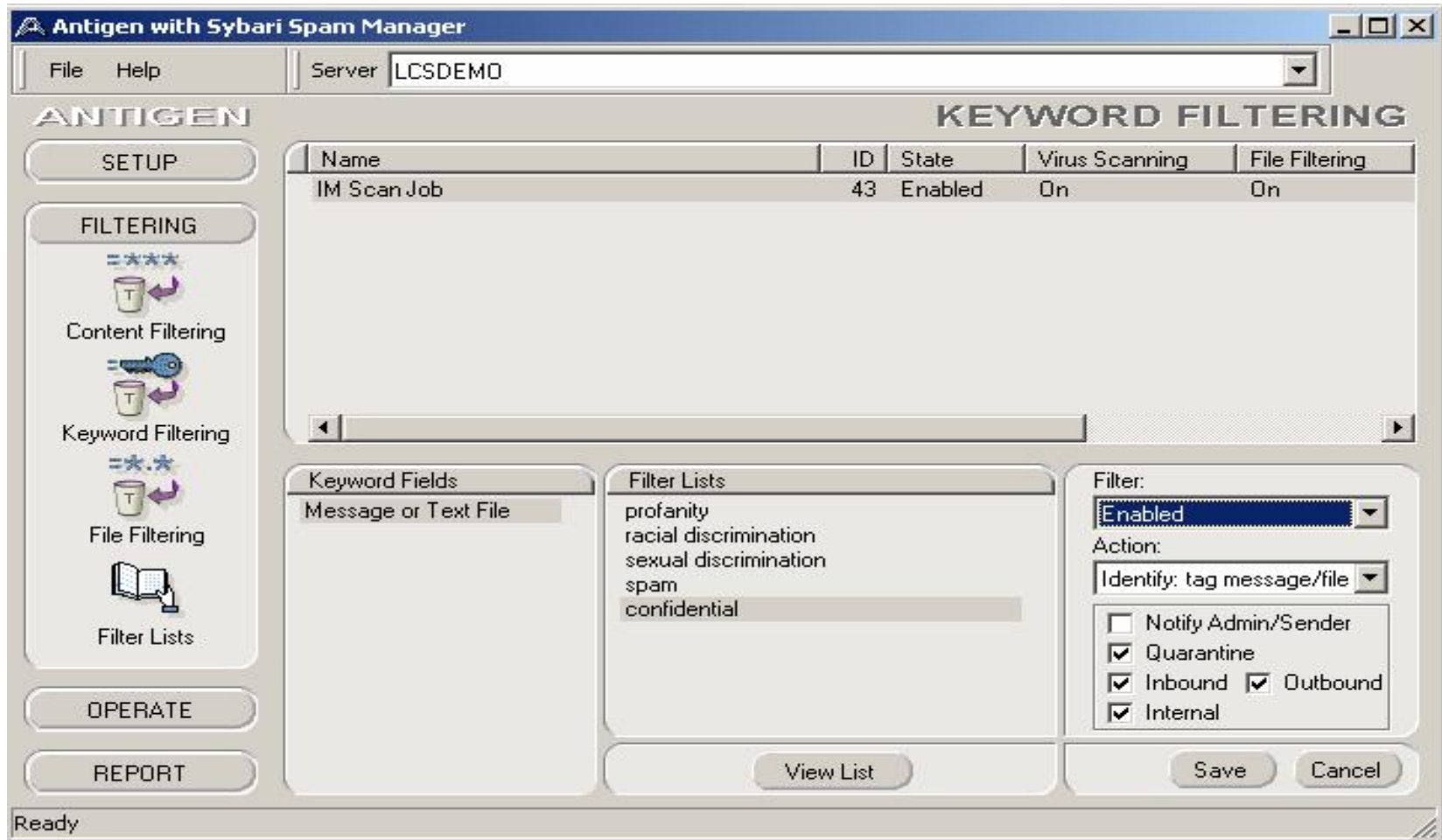
- Only product architected with no single point of failure and no message loss

- **Proven Scalability**

- Independently certified and deployed in the field by the largest Fortune 500 customers

- **Extensible Architecture**

- Best-of-breed security, compliance, and archiving partnerships enables enterprises to leverage existing infrastructure



- **Market Leader**

- 44% market share with over 400,000+ deployed seats
- Customers include Merrill Lynch, Dell Computer, Ebay, NYSE

- **Most Comprehensive IM Solution Ecosystem**

- IM Networks: Microsoft, IBM, AOL, Yahoo!, Reuters Messaging, Jabber, Antepo, Bloomberg, Hub IM, and Parlano

- **Long Term IM Infrastructure**

- Scalable IM Manager supports growth of IM usage and IM network adoption

- **Trusted Technology to Fortune 1000**

- Recognized for scalability, reliability, and best-of-breed compliance and security for enterprise IM

- **IM Detector: Free Tool to Detect IM Usage in Your Enterprise**
- **White Papers:**
 - Top 5 Security Risks of IM
 - The Yankee Group's Guide to Enterprise IM Management
 - Creating Instant Messaging Applications