

# Technology Report

## SoftScan 4.10 SoftScan

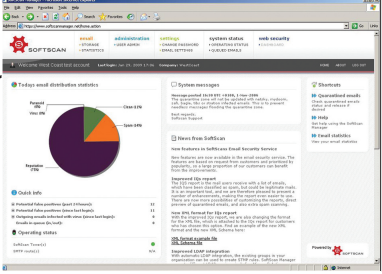
### DEVELOPER'S STATEMENT

SoftScan is a hosted service, which means that your organization is completely free from managing installations or software updates - the solution is constantly updated and optimized by knowledge gained from the millions of emails that are scanned everyday by SoftScan.

This report concentrates on SoftScan's email security offering, a managed service which scans SMTP mail for spam and viruses. The solution uses a combination of SoftScan's own proprietary spam filter and Paranoid scanner technologies alongside solutions from other leading vendors to ensure a high level of protection. SoftScan's solution has been tested against the regular Checkmark Anti-Spam criteria.

Setup is straightforward: new clients of the service need to submit information to SoftScan regarding the relevant domains to be protected and the backend mail servers that are already within the company that will receive the processed messages. SoftScan engineers will then create the appropriate accounts on their systems and set up the service for the client.

At this point, the login details are emailed directly to the customer, and the domain MX records can be switched to point to SoftScan's servers. This approach is



**Product**  
SoftScan 4.10

**Manufacturer**  
SoftScan

**Contact Details**  
[www.softscan.co.uk](http://www.softscan.co.uk)

**Certification**  
[www.check-mark.com](http://www.check-mark.com)

almost universal with services of this type and makes for an easy implementation. All configuration and management of the SoftScan service is carried out via an SSL-encrypted web page which is accessible from a standard internet browser. Once successfully authenticated, the administrator is presented with a dashboard detailing high level email statistics.

In use, the service focuses primarily on making life easy for the client, with all updating and maintenance of the systems performed by SoftScan. The interface

allows easy access to all the major areas likely to be needed by an administrator, including statistics, user administration and system status. All information is presented clearly and without recourse to jargon.

Behind the scenes, SoftScan employs multi-layered protection to ensure that an organization is well protected against seeing any spam. Messages go through a reputation filter, anti-virus layer, SoftScan's own spam filter engine, and then SoftScan's Paranoid technology before ever making it onto the customer's mail servers. The testing conducted concentrated on the first and third layer of protection offered.

Reputation Filter checks the IP address of the mail sender against both proprietary and third-party databases to ascertain whether the email has been sent from a legitimate origin, while SoftScan's proprietary spam filter technology uses several approaches to determine whether the content is likely to be unsolicited.

The reporting functionality within E-Mail Scanner offers different interpretations of appropriate data and allows for a number of different presentation styles - from tabulated to graphical. Specific queries may be performed to show statistics for specified domains and user-defined time ranges.



**WEST COAST LABS VERDICT**  
SoftScan performed consistently well throughout the test period providing a high detection rate of spam while maintaining a low false positive rate. It is easy to use and easy to set up and provides a large number of features, offering quality protection.

**CHECKMARK CERTIFICATION**  
SoftScan v 4.10 has gained the Anti-Spam Checkmark certification at Premium level, achieving a detection rate of over 97%.

[www.check-mark.com](http://www.check-mark.com)