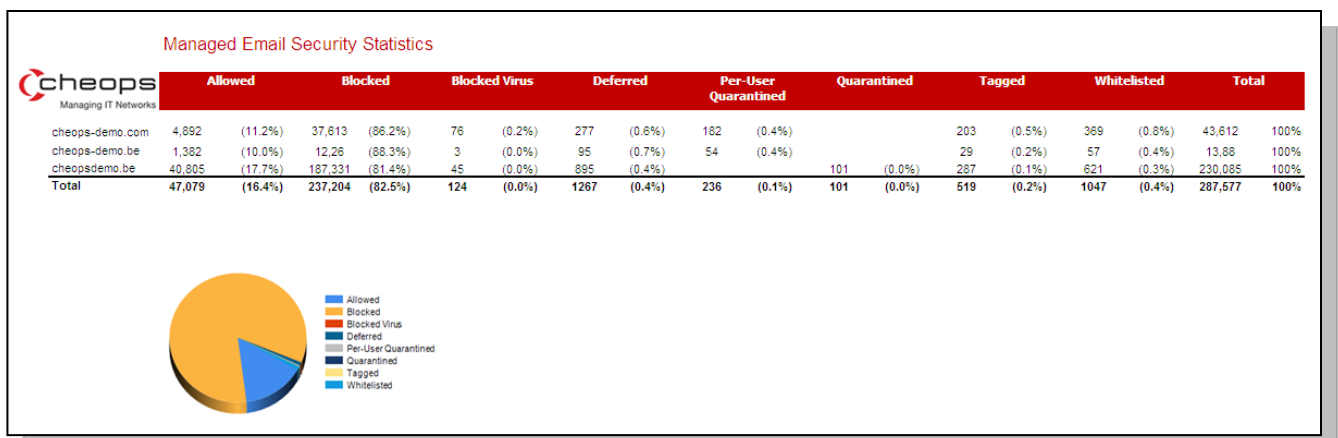


MANAGED EMAIL SECURITY STATISTICS

Managed Email Security-customers receive a full report every month with statistics on the performance and the efficiency of our security service.

This report provides an overview of the positive influence Managed Email Security has on the daily workload and the bandwidth-usage our customers are saving by redirecting unwanted mails to the Cheops Datacenter.

The statistics are reported as in the table below.



Terminology:

- **Allowed** Messages that were allowed.
- **Blocked** Messages that were blocked because of SPAM-content.
- **Blocked Virus** Messages that were blocked because of a VIRUS.
- **Deferred** Messages that temporarily couldn't reach the recipient. Might be caused by system errors, time-outs... (forwarded afterwards).
- **Per user Quarantined** Messages that were quarantined per user and require action. The service stores quarantined messages in a user's personal quarantine inbox.
- **Quarantined** Messages that were quarantined globally. The service delivers all quarantined messages to a global address you specify.
- **Tagged** Messages that were tagged. Messages are delivered to the user's inbox tagged with [SPAM] in the subject line.
- **Whitelisted** Messages that were allowed due to manual whitelisting by the user.
- **Total** All messages handled by the service.