



# Webroot® E-Mail Security SaaS Service Level Agreements (SLAs)

## What is an SLA and what does it mean to you?

An SLA is a legally binding commitment to achieve a specific level of service. If this target is not achieved, the service provider will commit to compensating the customer based upon previously established penalties. Consequently, a vendor willing to commit to an SLA is confident in the ability of the service and therefore creates customer reassurance.

Software and hardware solutions provide no SLAs – and indeed no promise of quality of service or product accuracy. This reflects the on-network solutions' weaknesses in dealing with spam, virus and other threats when compared to software as a services. Webroot® can provide SLAs because its team of experts monitors and manages dedicated data center all day, every day. With hardware and software solutions, the customer is expected to take responsibility to ensure that suitable back ups and procedures are in place in case of a problem. Webroot SLAs ensure that customers are protected to the highest level and will not be affected by outages of service.

## Why are SLAs Important?

In an area where attacks and threats are continually changing, it is important that business email users have a robust, cost effective and above all, consistent level of protection.

## What is behind these SLAs?

Webroot has a robust and resilient technology infrastructure protecting its customers. Three separately located Tier 1 data centers, each with its own fault tolerant and replicated redundancy protect each client, which ensures that no single component of hardware or software failure could cause service degradation. The software as a services model delivers more protection than can be achieved by an in house solution and adds the benefit of being maintained and monitored around the clock.

A team of experts in email filtering techniques are able to deal with any new threats immediately without the need for the user to install any patches or upgrades. The service is fully managed, providing complete peace of mind for the user. A specialist support team is able to rapidly resolve any customer questions.

## What SLAs Does Webroot Offer?

Webroot commits to SLAs that other services are unable to meet as a result of the service being available in **real 'real time'**. Many other vendors systems cannot perform to the same efficiencies. Webroot standard SLAs are as follows – and customers are able to try the system for free in order to experience the benefits of the service prior to making any financial commitment.

Webroot SLAs	
Service Level Agreement	Definition
<b>Spam detection rate</b>	98%
<b>Service availability</b>	99.999%
<b>Virus guarantee</b>	100% of all known viruses
<b>Support</b>	24 x 7 x 365 with stipulated response times
<b>Availability of logs and quarantined email</b>	Guarantee that policy changes will be activated within 15 seconds for 99.9% of the time, measured during each Calendar Month
<b>Policy propagation</b>	Guarantee that audit logs will be updated within 30 seconds of message reception for 99.9% of the time, measured during each Calendar Month
<b>Processing delay</b>	99% of clean messages < 2MB in size will be passed through Webroot service in 60 seconds or less

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