

# Managed Services | Antivirus

## SUMMARY

Virus protection is an important part of keeping the systems, applications and data in your Bluelock Virtual Datacenter safe from viruses, spyware, Trojan horses, password stealers and other malware threats. With our Antivirus managed service, you can reduce valuable time spent on managing an antivirus system, freeing up your resources for more important tasks.

## GETTING STARTED

- You initiate a service request
- Bluelock Client Support conducts an initial discovery discussion to understand your goals, requirements and budget
- Bluelock Client Support contacts you to set up an installation date
- Bluelock Client Support installs the software agent
- Bluelock Client Support updates the signatures
- Ongoing Antivirus service begins

## SERVICE DELIVERY

Antivirus proactively protects against exploits and threats using real-time scanning and automatically quarantines suspect files.

### **Continuous Server Protection**

Signature updates are automatically checked every hour and applied daily. Antivirus software agents are always on and are updated monthly.

### **Quality Control**

Bluelock runs a report to check the status of all antivirus software agents daily. Unresponsive agents or non-current antivirus signatures are logged into the ticket system for troubleshooting and repaired within two business days.

### **Industry-Certified**

Our Antivirus service complies with the following standards:

- ICSA Labs
- West Coast Labs
- AV-Comparatives
- OESIS OK
- Virus Bulletin

## SERVICE REQUIREMENTS

Antivirus installation requires admin login to each system in order to install the agent. A reboot is required to complete the Antivirus agent installation.

Antivirus is an optional offering. If you do not elect this option and plan on managing it yourself, Bluelock Virtual Datacenters are compatible with all leading antivirus software solutions.

## KEY BENEFITS:

- *Lower risk of security breaches*
- *Continuous data and systems protection*
- *Improve operational efficiency*
- *Increase staff productivity*
- *24 X 7 support*

## SMART TECHNOLOGY

### **Proactive Protection**

Threats don't always emerge in ways that you would expect. Our installation enables full scanning of system processes, files, the registry and e-mail to prevent the unexpected.

### **Deep Scanning**

Malicious users have learned to hide their activity and tools deep within system processes. That is why we also scan SSL-encrypted communication channels like HTTPS, POP3S and compressed files.

### **Low System Overhead**

Signature updates happen discretely each day and will not negatively impact system performance.

### **Self-Defense**

The antivirus software agent has built-in technology to prevent malicious software from corrupting or disabling it. You can rest assured your system is always protected with features such as password protection that prevent agents from being uninstalled by unauthorized users.

### **Full Visibility**

The status of each agent is monitored by Bluelock Client Support but can also be checked in real-time on the host system.

## SYSTEM REQUIREMENTS

Operating Systems Supported: Microsoft Windows® 7 / Vista / XP / 2000 32- and 64-bit editions, Microsoft Windows® Server 2008 R2 / 2008 / 2003 / 2000 32- and 64-bit editions  
Memory required: 60 MB  
Disk Space required: 37 MB (Downloaded), 230 MB (Installed) Management:  
Internet access via a public IP address