

Proofpoint Managed Abuse Mailbox

Mitigate risk and improve staff productivity

Products

- Proofpoint TRAP (v5.7 or higher)
- Proofpoint CLEAR

Key Benefits

- 24/7 service model with dispositions of your Abuse Mailbox quickly and capably assigned to all submissions
- Six-hour service-level objective on NMR submissions
- Expert tuning of TRAP and CLEAR for optimum performance

Proofpoint Managed Abuse Mailbox is a service that helps you offload time and risk associated with manually reviewing and researching user-reported emails. Our team provides expert tuning of your Threat Response Auto-Pull (TRAP) and Closed-Loop Email Analysis and Response (CLEAR) products.¹ We also monitor submissions 24/7 and perform manual reviews so you can redeploy internal personnel and refocus their efforts on strategic security initiatives.

Most organizations encourage their employees to submit suspicious-looking messages to an abuse mailbox. This lets their users participate in email security initiatives. It also allows security teams to gain visibility into nuisance and malicious messages that evade perimeter defenses.

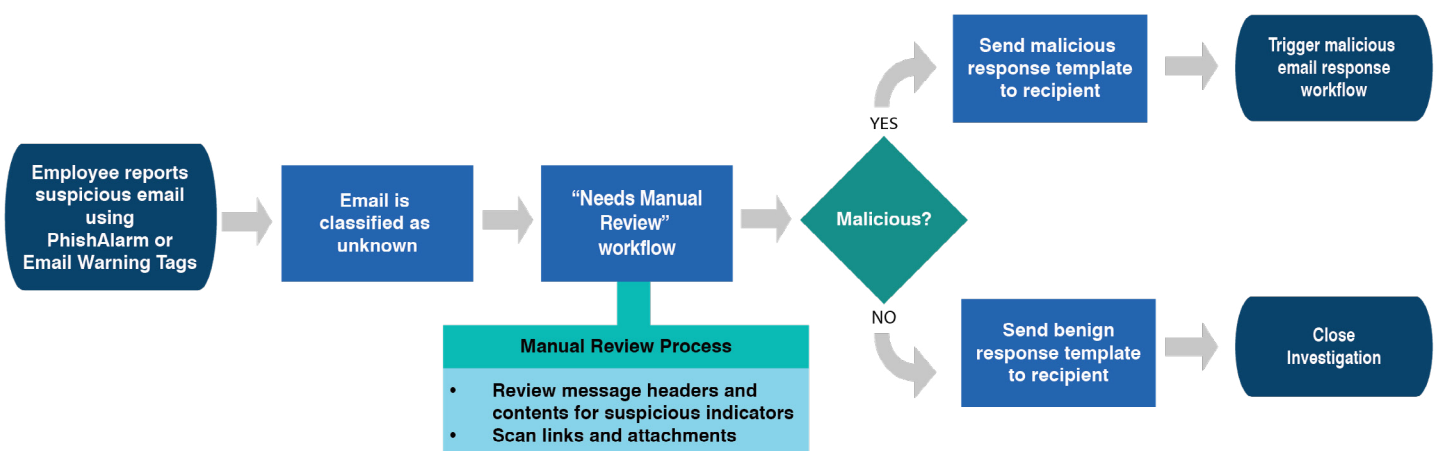


Figure 1: Manual review process and tasks for Proofpoint Managed Abuse Mailbox.

¹ The PhishAlarm and Email Warning Tag features are prerequisites for the Managed Abuse Mailbox service. The service only removes the need for your staff to parse through NMR email submissions. For full maintenance and configuration of your Proofpoint TRAP, Email Protection and TAP products, ask your account manager about Proofpoint Managed Email Threat Protection.

But abuse mailboxes are not without their challenges. Tools like Proofpoint CLEAR can automate analysis and remediation of many—but not all—submitted messages. And organizations must certify to their risk and audit teams that all end-user submissions have been reviewed and received a definitive disposition. Otherwise, the organizations can be exposed to liability.

Because of this, many companies must dedicate resources to manually review a large number of reported messages so they can identify and address legitimate threats. Managed Abuse Mailbox can ease those burdens and allow your staff members to focus on other priorities.

Service Benefits

Rely on us to act on user-reported potential threats

Managed Abuse Mailbox provides a 24/7 service model. Our team aims to execute on a six-hour service level objective (SLO) for new needs manual review (NMR) submissions. We also perform full threat analysis on non-machine-classified suspected malicious messages.

Optimize performance of TRAP and CLEAR

We provide expert tuning of Proofpoint TRAP and CLEAR. We also tune NMR handling within TRAP to reduce the number of NMR dispositions.

Work with us to customize your runbook

We help you build a custom runbook for handling malicious messages. This ensures that our team follows the right processes if we find an active threat in your submissions.

Close the loop with users who report

You can communicate with users who submit messages that they think might be suspicious. Our template-based replies can keep them informed about the results of their reports. They also provide active feedback.

Track abuse mailbox submissions

We keep a log of your Abuse Mailbox submissions as well as new tuning rules. We will also meet with you (on a weekly or monthly basis) to provide status updates.

Managed Services Framework

Managed Abuse Mailbox is built upon the Proofpoint managed services framework. This framework provides a structured and standardized approach to comanaging your Proofpoint products.

Our team of experts has a deep understanding of Proofpoint technology and the threat landscape. They apply their expertise to ensure optimal performance of your products and alignment with your business objectives.

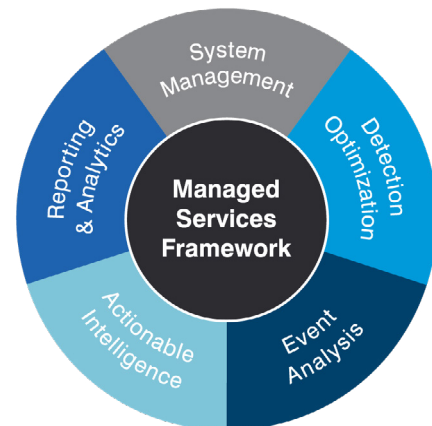


Figure 2: The five pillars of the Proofpoint Managed Services framework.

LEARN MORE

For more information, visit [proofpoint.com](https://www.proofpoint.com).

ABOUT PROOFPOINT

Proofpoint, Inc. is a leading cybersecurity and compliance company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including 75 percent of the Fortune 100, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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