

InfoWorld

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(EXCERPTED)

GET TECHNOLOGY RIGHT®

InBoxer® Anti-Risk Appliance

Dashboard

Total messages: 4300
Alarms and actions: 1115
Medical Content: 1115
Email Use: 11/20

Summary: Tue Nov 21 20:45:13 2006
Incident: Tue Nov 21 13:04:15 2006
Messages: 274203/276203 (0)
Actions: 9
Running: 2:13:14
Senders: 0/250

Home Risk Details Identity Theft Favorites Search Setup

Home
Recent Messages
Questionnaire / Harassment
Privacy
Email Use
Medical Content
Custom Search
Watch Lists
Random Sample

Drag the icon on the left to the work area below (dropzone) to view contents.

View:	Reset	Search:	0a
Revised	tskey@enron.com	15/Jan/02	Frd: New Words
Search	tskey@enron.com	15/Jan/02	Cat Tale
Search recipients	abaxter@quest.net ...	16/Jan/02	Cute
Top recipients domain	*None*	18/Jan/02	Frd: LOL
Top zones	pamedvards@academiplane ...	19/Jan/02	Frd: HAVE YOU READ THIS ONE??
Top sender domains	infoust@aol.com	29/Jan/02	FW: A Woman's Primer on Man
Top senders	khyatt@enron.com	29/Jan/02	Today's Headlines from NYTimes.com Tuesday January 29, 2002
Unread	nysd@enron.com	30/Jan/02	Frd: For Her Hero!
	dalbinton@cos.n.com ...	30/Jan/02	Frd: For Smart Computer !!!
	rdz2@univ.mail.virginia ...	30/Jan/02	Frd:
	dalbinton@cos.n.com ...	30/Jan/02	Frd: R Rated-But I love it!
	None	01/Feb/02	Frd: For: [Frd: For: FW: slow dance (Please lo: at this one)]
	None	05/Feb/02	Frd: For: Just checking!!
	mbock@kgo.ccc.com ...	05/Feb/02	Frd: For: Emergency Friendship System
	None	09/Feb/02	Frd: For: Women Drivers
	None	09/Feb/02	Frd: New Bill ... lol

InBoxer lets administrators create alarms and messages, such as alerting users of inappropriate e-mail content.

GET A GRIP ON COMMUNICATIONS SLIPS

BY MIKE HECK

WE'VE BEEN EMPHASIZING DATA LEAK REVIEWS LATELY, and with good reason. Sure, IDC expects the outbound content compliance market to grow to \$1.9 billion by 2009. But we're really spotlighting this topic because of the ongoing business risk if enterprises don't take aggressive steps toward e-mail and other forms of electronic communications governance.

InBoxer Anti-Risk Appliance

Many data leak products start to look similar in features and operation, but InBoxer has some truly unique differences that make it a superior investigation tool. Foremost, it archives every e-mail message (including attachments), which are immediately indexed for later searches. Besides working with Microsoft Exchange, InBoxer was just qualified for IBM Lotus Domino.

Second, InBoxer scores each message on a scale of 1 to 100 for inappropriate content,

privacy violations, and other metrics.

While the product doesn't block communications, you can create policy management alarms based on one of InBoxer's 70 predefined categories (or other criteria) — responding to the sender or notifying a compliance officer. What's more, the system's fine search and reporting greatly cuts investigation time.

I had the Anti-Risk Appliance set up in 30 minutes, which is a credit to the system's language analysis. Rather than spending

time setting up policies, InBoxer automatically applies language modeling techniques (originally developed for speech recognition) to determine if a message requires action. Used in combination with the predefined categories, this solution found all the problems in my test messages, including privacy violations (credit card numbers), medical technology (for HIPAA compliance), offensive content (adult content and profanity), and confidential documents.

For absolute precision, InBoxer provides a commonplace feature where you can specify (through the Web interface) match lists. Here, I entered files of exact customer numbers and patient identifiers. I also specified regular expressions (for finding text that matched particular patterns), which was helpful in spotting unusual bank account number formatting.

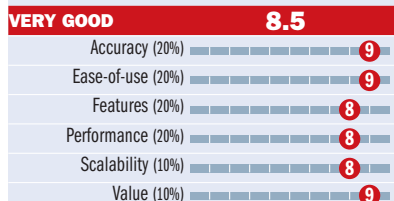
The system will also examine attachments, such as word processing documents and spreadsheets (and it peers inside of compressed ZIP files). However, it doesn't handle encrypted communications or files — and it can't crawl file shares or databases to register content.

On the flip side, InBoxer scans inbound, outbound, and internal communications, delivering a level of thoroughness other products don't necessarily provide. Checking internal messages is often mandated in financial institutions where certain departments must stay removed (e.g. a Chinese wall requirement) or in cases of harassment.

You can set alerts for any number of circumstances. For instance, I notified a compliance officer when messages containing confidential information,

InBoxer Anti-Risk Appliance

InBoxer inboxer.com



COST: Starts at \$4,995 for 100 users and about \$25,000 for 2,500 users

PLATFORMS: 1U Linux-based appliance

BOTTOM LINE: InBoxer's affordable Anti-Risk Appliance scans inbound, outbound and internal messages for various privacy violations. The system uses sophisticated language models (based on speech recognition) to score messages—and then invokes rules based on the score. The system also excels at real-time reporting and customized dashboards, which shorten investigations; additionally, InBoxer stores messages for historical search. However, there's no blocking capability.

such as the code name for an internal project, were sent to an external e-mail address. Similarly, you could inform executives when messages containing names from a customer list were e-mailed externally.

InBoxer saves messages with their format and metadata intact, as required by the Federal Rules of Civil Procedure. This includes desktop, Web-based, and BlackBerry messages sent and received using your corporate mail server. Also, I easily put messages on "litigation hold" so they were not deleted. InBoxer even keeps these messages in the appliance in case they might be deleted from your archive

— a feature I haven't seen elsewhere.

Also of note, InBoxer's archiving system works with most standard backup systems (such as old-style tapes), not just sophisticated archive applications.

InBoxer's Anti-Risk Appliance AJAX-style reporting interface also impressed me. I merely dragged "droplets" (on-screen objects) to the dashboard, which quickly generated lists of messages with privacy, medical, and other types of questionable content. Clicking on a message provides details of InBoxer's scores, categories the message fits, full message, and actions you can take.

Likewise, I created Favorites — reports of, say, personal use and employment-related messages. Yet where this solution hits a home run is through custom searches, which are also simple to build with droplets. A few of the tests I ran identified employees who sent potentially harassing e-mail; found messages sent to a competitor's domain, and by whom; located messages to top investors; and determined top external domains sending employment information to employees. All reports can be run on a schedule and contents e-mailed to you.

InBoxer got a lot of recognition after the brilliant move of processing all Enron e-mails and making them publicly searchable with an Anti-Risk Appliance. Marketing aside, the substance behind that exercise can help any organization avoid fines and reduce risk. This solution's well-done e-mail archiving and searching, plus real-time policy management alerts, makes it fast and easy to stay in compliance and conduct investigations.



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