



**MAILGUARD®**

**Protection. Productivity. Profit.**

## **An introduction to Software-as-a-Service (SaaS) and SaaS security**



## What is SaaS?

You're probably aware of Software as a Service (or SaaS) as a method of delivering software applications over the Internet—as a service. Rather than requiring you to install and maintain software on your own computer or network, SaaS allows you to access whatever software you may need remotely. Put simply, the most relevant version of the software resides on a server that you access via the internet.

For many businesses this reduces the very significant time and cost associated with managing a complex hardware and software network. The responsibility for managing upgrades or patches rests with your SaaS provider. No installation is required to make an application available to another staff member. And no matter where you are, if you can access the internet, you have access to the software you need.

## Why SaaS for Business?

There are many reasons why SaaS has become a mainstream choice for business. MailGuard believes there are six compelling benefits to a SaaS solution:

### 1. No initial outlay

When purchasing software for installation on your network, you are faced with a significant up-front investment - not only for the application itself, but also for its installation on all relevant computers within your organisation (and potentially for the hardware that will run it). A SaaS solution requires no upfront investment. The software is housed on a remote server - you pay only as long as you choose to use the software, and only for the staff you choose to have using it.

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## 2. Your application works immediately

There's almost no lag between choosing your software solution and having it up and running for your business. With no requirement to install either hardware or software most SaaS applications are active within 24 hours (MailGuard services are active within minutes).

## 3. More certain cost

SaaS services are offered on a subscription basis. You pay to have access to an application. All the costs associated with the application are included within the subscription cost – support, security and upgrades etc. So you know exactly what it will cost to provide each staff member with access to the software, and have no concerns around unexpected costs.

## 4. No network interruptions for installation/upgrades

There's never a good time to shut down a network to allow for new software to be installed, or upgrades or patches to be applied. With a SaaS solution no network downtime is required. All new software, upgrades and patches are installed by the SaaS provider. Your network is never impacted. In addition, SaaS solutions operate independently of your network and desktop operating environment. So no matter what software you are running on your network or desktops, a SaaS solution will always be compatible.

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## 5. Access wherever you are

SaaS services provide access to your applications from any computer with internet access. This delivers a much more convenient software solution. And in the case of security-based SaaS offerings like MailGuard, means that wherever you are, you, and your network, are protected.

## 6. Less risk

Once you purchase software or hardware you own it. Your investment is final. With a subscription-based SaaS solution, you pay only for the period in which you use the software. This allows a business much greater flexibility in working with the application that is absolutely right for them, rather than being stuck with a solution that seemed right 12 months ago.

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## Why SaaS for security?

Again, there are many reasons why a SaaS solution may be the best choice when considering the security of your network.

At MailGuard, we're at the forefront of network protection development. We've seen email and web-based tools become absolutely central to business today. But at the same time, the threats that email and web-browsing expose a business to have become more extreme.

Philosophically, we believe that security measures that stop threats before they reach your network are most effective. Put simply, a proactive approach to security is more effective than a reactive one, and a SaaS security solution is the most effective way of creating a secure buffer around your network. Here's why:

### 1. Threats change at an astronomical rate

The nature of web-based threats change at an extraordinary rate. Over 90% of all email we filter on behalf of clients is spam. Around 1 in every 320 emails sent to our clients contains either a virus, or is a phishing attempt. And around 3500 new pieces of malware or spyware hit the internet everyday. Every one of these threats is malicious - designed to attack your network or steal your information. If your protection is not absolutely current, every minute of every day, then your business is exposed. Only a remotely-managed service is able to stay permanently current. (MailGuard has a team of technical experts working around the clock to respond to threats immediately they appear, ensuring our customer's networks are always protected.) To try and achieve this through a network-based solution would require you to update your software approximately every five minutes. No IT team can achieve this and no network can accommodate it.

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## 2. Your bandwidth is being sucked up by email you don't want

If over 90% of email is spam it has no business being in your network. You don't want the mail, you certainly don't want it clogging up your bandwidth (and your network hardware) while also costing you money. A remotely-managed solution deals with this quantity of email before it even reaches you. You don't waste time, resource and money cleaning it out of your network.

## 3. Your people are increasingly mobile

What happens when your people work remotely? Do they continue to access your network? Almost certainly. Are they expected to abide by corporate policies regarding what is appropriate internet access and distribution of information? Almost certainly. But with a network-based security solution you lose all control once someone leaves your network. They expose themselves to all web-based threats (and in the process unwittingly expose your network). What they view and what information they distribute is also out of your control. But a SaaS solution is active whenever they access the internet, from wherever they may be. In a world where being mobile is a necessity for your staff, so a SaaS security solution is a necessity for your business.

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## 4. Productivity and efficiency are key contributors to business success

It's an added benefit of many SaaS Security services that they provide you with a valuable insight into how email and the internet impact your business. As well as very specific information regarding what's being received, sent and accessed, appropriate reporting can give a snapshot of what trends (good and bad) exist across your business. A good SaaS security provider will be able to provide you with benchmarking that allows you to compare your business to others, allowing you to identify opportunities for improved productivity and efficiency,



## Summary

There are many reasons why SaaS may represent the right solution for your business. If you're looking for ways to ensure that your business has the most cost-effective means of accessing the right software at the right time, then a SaaS solution is well worth investigating. And if you're looking for ways to make your business more cost-efficient, productive and secure then a SaaS security solution is almost certainly the right answer.

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At MailGuard we believe SaaS represents the future for most businesses. If you'd like to discuss how a SaaS solution might benefit your business, please contact the team at MailGuard on 1300 30 44 30.

Craig McDonald  
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## About MailGuard

MailGuard was established in 2001 and is a 100% Australian company. Protecting clients such as AFL, Porsche, WHK Group, Cabrini Health and multiple Government Departments, MailGuard delivers its service in remotely managed form via the Internet. MailGuard's suite of SaaS security products protect clients from web-based threats, delivering significant benefits in cost-efficiency and productivity.

MailGuard currently services 3000+ client organisations across 18 countries, making it one of the largest providers of remote email and web filtering services in the market. MailGuard services clients through its Australian-based 24/7 technical and user support centre.

MailGuard is consistently recognised for its business performance. With best-in-category offerings and compound growth of 34% over the last three years, MailGuard has been acknowledged multiple times in the Deloitte Growth Awards.