

The most important thing to look for in email security is ease of use, ease of management and data recovery in an emergency, says Peter Stephenson.

We found that email security products for the enterprise tend to be of three broad types: appliance, software or integrated tool kit. The first thing to look for is enterprise management capabilities. There needs to be a way to push out encryption to the user.

The second issue that needs to be considered is key distribution. The average office worker has neither the time nor the interest in managing public and private keys. Thus, key distribution and management needs to be as transparent as possible.

Finally, there is key recovery. When a user leaves their password, critical information in emails that are encrypted must be recovered.

We found that most products performed well. Because Group Tests are never shootouts, the final choice may well come down to your preference.

Entelligence Messaging Server



Vendor	Entrust
Price	\$23,000
Contact	www.entrust.com

This product is designed to be a full email security gateway and it has the features to back it up. The Entelligence Messaging Server v9.0 is hardware-based and can either be put inline between the email server or be used as a smart host by a Microsoft Exchange server. It also hosts its own certificate authority (CA) so there is no need to change the existing setup, although it can be used as part of an existing CA. This product also features flexibility in handling the secure transmission of mail. When email is encrypted, it is stored directly on the box and recipients can retrieve the email via an SSL web portal.

This product is very easy to use. Setup of the appliance took just a

few minutes and was done directly on the box with a keyboard and mouse. Once a small number of questions are answered, the box pretty much configures itself.

From there the box is managed via two web consoles. One is the configuration interface and the other is the administration interface.

Both of these interfaces are intuitive and easy to use.

We found the combination of flexibility and ease of management make this product a high performer. Encryption is available, such as S/MIME and OpenPGP, as well as shared secret. User interaction is also streamlined and intuitive so there is almost no extra training needed.

There are two guides that were provided with the appliance. One is the administrator's guide and the other is an evaluation guide. While we rarely write about evaluation guides because they are usually not given to customers, this one is used to demo the appliance to prospective customers. It smoothly guided us through several scenarios using this appliance.

Three levels of support (silver, gold and platinum) offer varying degrees of telephone assistance, including 24/7, software maintenance releases, access to a customer support portal, technical bulletin notifications, toolkit support discounts and optional professional services consulting.

At a price of \$23,000 this appliance is a good value for the money. While it appears to be slightly costly at first, it provides massive flexibility and almost seamless integration with the current environment and user habits.

SC MAGAZINE RATING	
Features	★★★★★
Ease of use	★★★★★
Performance	★★★★★
Documentation	★★★★★
Support	★★★★★
Value for money	★★★★☆
OVERALL RATING	★★★★★
Strengths	Excellent flexibility in an easy to use appliance.
Weaknesses	None we found.
Verdict	First-rate appliance in all respects.



Excellent flexibility in an easy to use appliance.

Peter Stephenson

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