

## Research Finds Many Enterprise Messaging Channels Remain Unprotected

*ESG Report Concludes that Large Organizations Equate Messaging Security with E-mail, Leaving Other Messaging Channels Vulnerable to Security Breaches and Malicious Code Attacks*

*Message Archiving Also Lags Behind Enterprise Requirements*

**Milford, MA** - February 13, 2007. The Enterprise Strategy Group (ESG), a leading information technology (IT) analyst firm focused on information storage, security, and management, today announced the availability of a new research report, *Messaging Security: Beyond E-mail*, a unique research study that examines the policies, procedures and technologies used by large organizations to safeguard messaging technologies such as e-mail, Web mail, instant messaging (IM), mobile devices, and message archives. ESG undertook this research project to assess which messaging technologies were utilized by large organizations and how these messaging platforms are currently protected.

The new report is based on a survey of 192 Information Security and IT professionals responsible for evaluating, purchasing, and operating messaging security technologies at North American private- and public-sector organizations. All respondent organizations had at least 500 employees, with 53% having at least 5,000 employees.

The report includes a number of consistent -- and worrisome -- conclusions. Chief among them, that large organizations myopically equate messaging security with e-mail applications only, while neglecting the security of other messaging technologies, such as Web mail, IM and mobile devices. This security deficiency exists in spite of the fact that survey respondents readily admit to the use of these technologies for business communications by a significant number of their employees.

The lack of a comprehensive approach to messaging security is illustrated by the following findings:

- Nearly all the messaging professionals surveyed could name their e-mail security provider while almost half could *not* name their primary vendor for instant messaging security. Nearly 30% of respondents had no IM security solution deployed at all.
- The same type of gap is evident with regard to securing e-mail on mobile devices. While half of all organizations said that at least one-third of employees use mobile devices for messaging, nearly 60% of messaging professionals were not familiar with their organization's technologies and processes related to securing messaging on mobile devices. Almost one-third of organizations have no security tools or processes for mobile device messaging applications whatsoever.
- Many organizations hire numerous employees whose sole responsibility is reading through e-mails to enforce corporate policies. This manual process is labor intensive and prone to user error or employee burn-out.

In addition to these glaring lapses, ESG also found that message archiving is often mismanaged or completely absent, even in large organizations. Many organizations archive every e-mail

message, but ignore IM and web-based e-mail messages. In spite of the value of archived messaging data, most organizations also don't encrypt archived messages, creating yet another serious -- and unnecessary -- risk.

"Security professionals often say that you can't safeguard your house by locking the doors and leaving the windows wide open," said Jon Oltsik, senior analyst at ESG and a co-author of this report. "While organizations are doing a reasonably good job at securing e-mail, the data paints a scary picture with respect to other extremely vulnerable messaging channels. I don't think that business executives realize that they are living with such a profound degree of risk."

While this report presents a number of alarming data points on the state of enterprise messaging security, it also points to a tremendous opportunity for enterprise messaging security vendors. Oltsik comments: "The data indicates that the messaging security market is full of gaps and populated by point tools vendors. An enterprise player that aggregates messaging security functionality in an integrated well-managed platform could dominate this lucrative market."

For more information about this report or ESG Research in general, please call 508-482-0188 or visit the ESG Web site at [www.enterprisestrategygroup.com](http://www.enterprisestrategygroup.com).

### **About Enterprise Strategy Group**

Enterprise Strategy Group (ESG) is a leading information technology (IT) analyst firm focused on the information storage, information security, information management, and enterprise infrastructure markets. ESG provides strategic guidance and unmatched service to technology vendors, IT professionals, venture capitalists, and institutional investors. Clients engage ESG for a variety of services including expert industry analysis, strategic consulting, market research, and hands-on technology product testing and validation. For more information, please visit [www.enterprisestrategygroup.com](http://www.enterprisestrategygroup.com).

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