



# Proofpoint CloudControl Platform

## A Secure, Extensible Cloud Platform

In today's environment, enterprises are faced with the unpredictable dynamics of a changing threat landscape while also dealing with increased privacy concerns, new regulations, and legal risk. The Proofpoint CloudControl platform leverages the cloud to deliver applications focused on security, privacy, and litigation. Proofpoint's products are powered by Proofpoint CloudControl in order to meet the demands of enterprise customers who are looking to reduce their operating expenses without having to sacrifice security, control, flexibility or scalability.

### Proofpoint CloudControl Benefits:

- Architecture designed for the largest of enterprises, delivering SaaS without compromise
- Cloud technologies enabling analysis and insight based on the real-time processing of massive amounts of data points
- Extensible platform leverages existing services, enabling rapid deployment of new solutions

### Service Level Agreements

Proofpoint provides both operational and application level agreements.

From an operational level, Proofpoint guarantees:

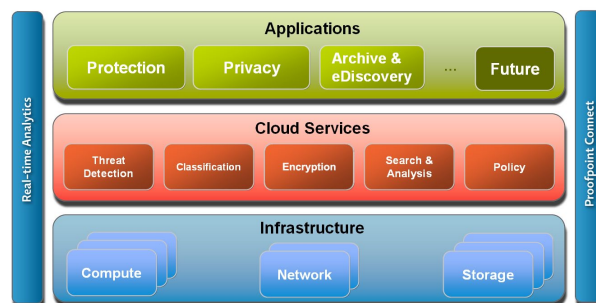
- 99.999% Service Availability
- Sub-minute email latency

From an application level, Proofpoint guarantees:

- 99% spam effectiveness
- 100% virus control
- < 1 in 350,000 false positive
- 20 second search results (for Proofpoint Enterprise Archive)

### About Proofpoint CloudControl

Proofpoint CloudControl is a secure, extensible cloud platform that ensures security and compliance for enterprise content. It includes shared (cloud) services and an infrastructure designed for high scalability that provides economies of scale, delivering the lowest total cost of ownership while still supporting both public and private cloud deployments. In addition, advanced analytic tools leverage the network for automated monitoring and rapid assessment of emerging threats. Below is a diagram of Proofpoint CloudControl:



### Secure Infrastructure

#### Redundancy, Redundancy, Redundancy

Proofpoint CloudControl is built on a secure infrastructure, enabling a host of security and compliance applications in the cloud bound by stringent Service Level Agreements (SLAs). Additionally, Proofpoint maintains a global datacenter footprint. Each customer is deployed into multiple, geographically diverse datacenters in an active-active configuration, ensuring continuous availability in the event of an unforeseen disaster.

An array of global load balancers dynamically directs traffic to each datacenter to ensure an even distribution of load. A local load balancing proxy in each datacenter maintains a dynamic pool of available resources and manages the translation of unique public IP addresses to their corresponding unique private IP address.

All network devices (firewalls, routers, switches, load balancers) are redundant within each datacenter. Multiple Gig-E connection points to the Internet from different service providers ensure consistent bandwidth and connectivity during heavy volume spikes and peer-wide outages. Each datacenter features clean, continuous power, backed by redundant generators. Local short-notice refueling contracts for the backup generators are maintained at each facility.

# Proofpoint CloudControl

## Cloud Services

Proofpoint's cloud-based services provide core security and compliance capabilities to be shared across the various applications. Proofpoint runs a number of shared services, including threat detection, encryption, and content classification. Each of these services is consumed by and shared across the application layer. As a result, Proofpoint CloudControl is able to use economies of scale to deliver a lower total cost of ownership to the customer. Furthermore, because the services contain no business specific data, they are reusable in nature and enable the rapid development of new security and compliance applications.

## Applications

Proofpoint Enterprise Protection™, Proofpoint Enterprise Privacy™, and Proofpoint Enterprise Archive™ are the suites that are built on the application layer, leveraging the common secure infrastructure and shared (cloud) services. However, to ensure the highest levels of data isolation and privacy, customers are deployed on isolated application instances with no shared data or configuration, allowing each customer complete control over their unique requirements. Virtualization is managed at the OS level with dedicated processing and memory resources for consistent performance and capacity, regardless of fluctuations from other customers.

## Monitoring

Managing dedicated resources requires extensive automation and control of production resources. Proofpoint has integrated a variety of widely adopted systems management tools and custom-developed solutions to deliver the highest degree of automation and consistency throughout the infrastructure. Proofpoint's system inventory is continuously updated and provides the visibility and control necessary to respond to a rapidly growing, highly diverse customer base. A team of dedicated engineers ensures that system administration tasks are documented, automated, and audited for efficiency and consistency.

## Infrastructure Monitoring

The infrastructure of Proofpoint CloudControl is actively monitored with local agents collecting hundreds of metrics specific to hardware, networking, and OS. All metrics on each host are continuously measured against a baseline compiled from historical data. Acceptable thresholds are defined based on a combination of optimal performance targets and historical baselines. Alerts are automatically generated when thresholds are crossed and escalation schemes are systematically enforced to ensure potential issues are acknowledged in a timely manner. Infrastructure operations engineers are available 24 hours a day and 7 days a week to respond to any infrastructure issues.

## Application Monitoring

In addition to extensive infrastructure monitoring, Proofpoint actively monitors, trends, and alerts on application-specific metrics. By maintaining consistent, optimized configurations, aberrant behavior can be identified and resolved quickly before it impacts performance or capacity. Proofpoint's core engineering team continuously provides reviews of incident and performance metrics from our cloud environment as a feedback mechanism to ensure continuous improvements in stability and throughput.

## Proofpoint Connect

Proofpoint CloudControl also features Proofpoint Connect, secure web-based interfaces for programmatic platform access. Built on RESTful technology, Proofpoint Connect enables quick deployment of new applications that leverage the power of Proofpoint CloudControl. As an example, Proofpoint Mobile Archive accesses Proofpoint CloudControl through Proofpoint Connect. Future applications developed by Proofpoint, partners, and ISV's can also take advantage of this interface for rapid development of native applications.

## Private Cloud and On-Premise Appliance Deployment Options

Proofpoint CloudControl is a part of all Proofpoint deployments. Full cloud deployments take advantage of the three layers described above. Private cloud or on-premises configurations take advantage of specific cloud components, such as shared services.

## Proofpoint Datacenter Facility Features:

- All facilities are SAS70 Type II certified and follow ISO 27002 security standards for access
- On-premise security guards
- Security systems on the building exterior: cameras, false entrances, vehicle blockades, parking lot design, bulletproof glass/walls and unmarked buildings
- Biometric systems, including palm scanners
- Security cameras with digital recorders and pan-tilt-zoom (PTZ) capabilities
- Portals and man traps that authenticate one person at a time
- Only named Proofpoint personnel are allowed physical access to the data centers
- Access to Proofpoint systems is further restricted within locked cages, which are monitored via video

## About Proofpoint

Proofpoint focuses exclusively on the art and science of cloud-based email security, eDiscovery and compliance solutions. Organizations around the world depend on Proofpoint's expertise, patented technologies and on-demand delivery system to protect against spam and viruses, safeguard privacy, encrypt sensitive information, and archive messages for easier management and discovery. Proofpoint's enterprise email solutions mitigate the challenges and amplify the benefits of enterprise messaging.

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