

### The Challenge

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Spyware is a fast-growing business problem that exploits security and privacy vulnerabilities and consumes significant IT resources. There are reportedly tens of thousands of spyware, malware, trojan, and hijack programs that can steal data and give attackers access to computers. Microsoft estimates that these unwanted programs are responsible for 50% of all PC crashes. Spyware programs, often installed without the end-user's knowledge, represent a significant threat by:

- Logging and broadcasting end-user passwords, and other sensitive information outside the enterprise
- Driving increased IT and help-desk calls and adversely impacting IT service delivery by forcing IT to spend time and resources diagnosing and fixing issues caused by spyware
- Impacting end-user productivity with frequent pop-up advertising, computer slow-downs and instability
- Wasting enterprise resources by causing excessive bandwidth and disk space consumption

### The Solution

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Enterprises, government agencies, and other large organizations can achieve significant benefits through a comprehensive software pest detection and removal program that addresses all vulnerable network endpoints:

- Better meet regulatory compliance and corporate governance requirements
- Improve information security posture and reduce potential exposure to information theft
- Achieve higher levels of customer service and satisfaction
- Improve operational processes and reduce cost

BES Client Manager for Spyware Tools provides enterprise management of third-party spyware detection and removal tools (separately license by the customer). By using Client Manager for Spyware Tools in connection with the BES Platform to manage third-party spyware tools, IT organizations can leverage existing BigFix capabilities such as patch management, software distribution, inventory discovery, vulnerability management and end-point security, for additional benefits including:

- Gain enterprise-class management and reporting for spyware detection and remediation
- Achieve rapid deployment and simplified ongoing administrative maintenance
- Improve definition update flexibly, coverage and reliability and reduce network impact
- Reduce training overhead and lower total cost of ownership

Client Manager for Spyware Tools provides value to organizations that that have existing spyware removal tools and organizations that have no spyware removal solution in place. In conjunction with BES, Client Manager for Spyware Tools provides deployment and management of common freely available third-party spyware removal tools as well as helps to maintain the health of third-party enterprise spyware tools.

### How It Works

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Using the existing BES Platform infrastructure in the enterprise, a BigFix administrator can manage supported third-party spyware detection and removal tools through the BES Console to:

- Detect whether the spyware detection and removal tool is deployed to each computer and deploy it if necessary
- Detect whether the spyware detection and removal tools is running and start it if necessary
- Detect the spyware detection definition version and update it if necessary

## Keep Enterprise Spyware Tools Healthy

- McAfee Anti-Spyware Enterprise
- Webroot SpySweeper Enterprise

BigFix Client Manager for Spyware Tools provides assistance keeping third-party spyware tools (that are separately licensed from third party vendors), healthy.

## Enterprise Management of Freely Available Tools

- **Spybot Search & Destroy** – First released in 2002, Spybot has consistently been rated as one of the top freely available tools
- **Microsoft AntiSpyware BETA** – Microsoft provides a free BETA of its new anti spyware tool. Client Manager for Spyware Tools provides support for the BETA will support the released version when it becomes available. \*\*

The BigFix Solution makes it easy to deploy third-party spyware detection and removal tools (that are freely available), to computers. These tools can be centrally managed from the BES Console and require no end-user interaction.

Client Manager for Spyware Tools provides enterprise management capabilities for supported third-party spyware detection and removal tools (separately licensed by the customer):

	Deploy Agent	Deploy Definition Upgrades	Schedule Run Times	Apply Configuration Policies	Collect Statistics	Reporting Capabilities
Spybot – Search & Destroy	●	●	●	●	●	●
Microsoft AntiSpyware BETA	●		●			●
McAfee Anti-Spyware Enterprise	●	●				●
Webroot SpySweeper Enterprise	●	●				●

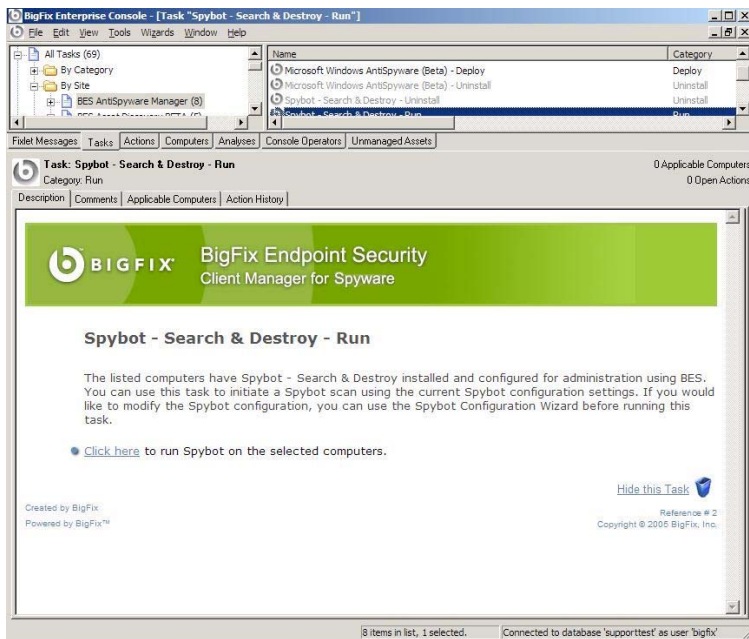


Client Manager for Spyware Tools puts IT in control by enabling administrators to:

- Configure what to scan
- Control when to scan
- Decide what to exclude
- Determine what to remove
- Specify many other common detection and removal configuration options.

The BES Platform in conjunction with Client Manager for Spyware Tools provides:

- **Real-time reporting** – Gain centralized, real-time reporting on spyware detection and remediation
- **Granular control** – Easily apply different detection and removal policies to different computer groups
- **Management control** – Enable multiple administrators to control detection and removal
- **Scalability** – Manage spyware detection and removal on up to 125,000 computers with a single BES Server
- **Bandwidth control** – Avoid network impact when deploying and updating with BES bandwidth limitation



Domain	Count	Percent
Advertising.com	625	6.25%
Alexa Related	6563	65.63%
Avenue A, Inc.	625	6.25%
BFAst	313	3.13%
C2.lap	314	3.14%
Comat Cursors	312	3.12%
Commission Junction	290	2.90%
CoolWWWSearch_SmartSearch	123	1.23%
DoubleClick	10	0.10%
Gator Primary	145	1.45%
eBates MoneyMaker	912	9.12%
Enliven	20	0.20%
eZula HotText	214	2.14%
GAIN.DashBar	765	7.65%
GAIN.Gator	53	0.53%
HitBox	235	2.35%
HitsLink	823	8.23%
Hotbar	75	0.75%
LinkSynergy	1294	12.94%
MediaFlex	241	2.41%
Kazaa-Helper	10	0.10%
NavExcel	2	0.02%
Never Run	251	2.51%
TopMoxie	100	1.00%
TurboDownload	42	0.42%
ValueClick	214	2.14%
WebTrends live	124	1.24%
WildTangent	2	6.25%

Client Manager for Spyware Tools delivers real-time centralized reporting:

- **Collect spyware statistics** – Collect information from the deployed spyware detection tools, including runtime statistics, spyware infections detected, and other useful spyware data
- **Reporting capabilities** – Create reports about deployment completion status, spyware detection definition versions, spyware infections, and runtime statistics

\*\* Supported capabilities depend on the specific functionality provided by the third-party antispware tool. The information here indicates projected support for tools when they become available. Check with a BigFix or a BigFix reseller for the latest details.

More information about and licensing terms for Spybot – Search & Destroy are available at <http://www.safer-networking.org/en/spybotsd/index.html>  
 More information about and licensing terms for Microsoft AntiSpyware BETA are available at <http://www.microsoft.com/athome/security/spyware/software>  
 More information about McAfee AntiSpyware is available at <http://www.mcafee.com/us/default.asp>  
 More information about Webroot SpySweeper is available at <http://www.webroot.com/products/enterprise/>

## About BigFix, Inc.

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BigFix security configuration management solutions help enterprises, government agencies, and other large organizations maintain the security, health, and performance of their IT infrastructure. The BigFix solution is a scalable, secure, agent-based platform, which gives IT departments complete visibility into every computer running on their network, and the automation-assisted control to rapidly identify, assess and remediate vulnerabilities and configuration issues. BigFix provides Solutions for endpoint security, patch management, asset discovery, software deployment, vulnerability management, and configuration management. BigFix patented technology has received awards and recognition from numerous organizations and was recently named "Best New Security Solution for 2004" by *SC Magazine*, and is a finalist for the *Software & Information Industry Association's* Codie awards in both "Best Systems Management Solution" and "Best Security Product" categories for 2005.



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