

Alert services

Sophos WebAlert Service warns organizations if their website has been hacked and infected with malware, and is included in all Premium and Platinum Support service agreements at no extra cost. The service ensures that organizations can respond quickly to any attack and so minimize the risk of their users being infected, and their own reputations being harmed.

Web-borne malware

The web is the primary way that hackers spread malware. Over 90 percent of infected sites are legitimate, and companies run the risk of their reputations being damaged or their domain names being blocked if their website is found to be infecting their customers and users.

Sophos WebAlert Service is available worldwide and provides organizations with an early warning that one or more of their URLs has been compromised, allowing them to take rapid remedial action.

Automatic, early warning

- The Sophos URL malware block list is monitored for any references to customer domain names, with new additions to the list scanned daily. Sophos also receives information on over 15,000 newly infected webpages from its global internet partners every day, which are compared to the Sophos WebAlert Service list to identify any matches.
- An email alert is automatically sent to the customer when their website has been identified as being infected by malware, with details of the specific URL affected and the name of the malware involved.
- Sophos customers also receive a monthly summary of all their registered domain names and details of alerts sent over the last month, allowing them to monitor and understand the threats facing their website.
- Sophos WebAlert Service is hosted and managed by SophosLabs™, our global network of threat analysis centers, so customers do not need to make any infrastructure changes.

Industry-leading expertise 24x7x365

- The service includes 24-hour telephone, email and online support 365 days a year.

Languages available

- Email alerts and monthly summaries are in English only.

Sign up for Sophos WebAlert Service

- The service is included in all Premium and Platinum Support agreements, and details on how to sign up can be supplied by your Sophos sales manager.

Key benefits

- » Delivers an early warning that customer websites have been infected by malware
- » Scans Sophos block lists for customer domain names, with new additions to the list scanned daily
- » Provides automatic email alerts when a website is identified as infected
- » Supplies details of the specific URL infected and the name of the malware involved
- » Delivers detailed summaries of the past month's alerts
- » Provides worldwide coverage and is included at no extra cost in all Platinum and Premium Support agreements
- » Includes 24x7x365 support for the duration of the license and one-to-one assistance