

GlobalSign Security Services for Hosting Companies

**Understanding the true opportunity for Hosting Companies and ISPs
to resell Online Security Services**

GLOBALSIGN WHITE PAPER



www.globalsign.com

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INTRODUCTION

The GlobalSign Partner Program is designed for ISP's, Web Hosts, Integrators, Domain Registrars and VARs who wish to integrate security services (SSL and Malware Monitoring) into their own product range, maximising the SSL reseller opportunity and ensuring the highest levels of security within their networks.

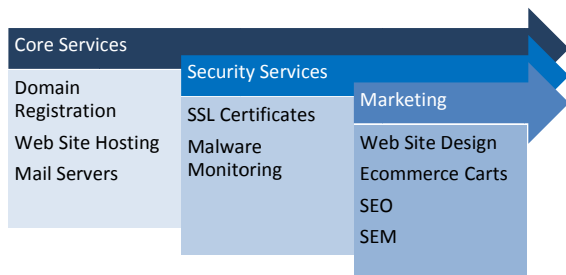
This white paper explains GlobalSign's Internet security technology, its uses and necessity (and therefore the sales opportunity), advises on how to fit the services into existing hosting portfolios and details how provisioning SSL can now be automated to degrees previously considered impossible.

HOW DO THE GLOBALSIGN SECURITY SERVICES FIT INTO HOSTING?

Many hosting companies that find they are already hosting hundreds of SSL Certificates and are recognising the potential for revenue gains by increasing their average customer values through providing SSL Certificates as an authorised reseller. Hosting companies who offer SSL Certificates in their hosting packages or as a value-add option gain the immediate benefits of increased revenues and a more complete and "sticky" product portfolio.

Hosting customers need to protect the websites they host from distributing malware. Likewise they need to protect their own infrastructure. By protecting against malware distribution injection attacks, the host offers a significant value-add by protecting against the commercial ramifications of being blacklisted and excluded from the search engine results.

The below diagram shows a high level view of the value chain for hosting. Security services can easily be added as a value-add to all hosting bundles, or sold separately as an individual line item. As security services support the core services, the customer profile to core services is essentially identical.



SSL CERTIFICATES

WHAT IS SSL?

The Secure Sockets Layer (SSL) (and Transport Layer Security (TLS)) is the most widely deployed security protocol used today. It is essentially a protocol that provides a secure channel between two machines operating over the Internet or an internal network. In today's Internet focused world, we typically see SSL in use when a web browser needs to securely connect to a web server over the unsecure Internet.

Technically SSL is a transparent protocol, which requires little interaction from the end user when establishing a secure session. In the case of a browser, users are alerted to the presence of SSL when the browser displays a padlock, or in the case of Extended Validation SSL the browser address bar displays both a padlock and a green bar. This is the key to the success of SSL – it is incredibly simple experience for end users.

Extended Validation (EV) SSL Certificates (e.g. GlobalSign ExtendedSSL):



Standard SSL Certificates (e.g. GlobalSign DomainSSL and OrganizationSSL or entry level AlphaSSL):



SSL is a protocol and in order to use the SSL protocol organisations need an SSL Certificate. An SSL Certificate is a small data file that digitally binds a cryptographic key to your organisation's details, typically:

- **Your domain name, server name or hostname**
- **Your company name and location**
- **In certain cases your organisational contact details**

An organisation needs to install the SSL Certificate onto their web server to initiate SSL sessions with browsers. Depending on the type of SSL Certificate applied for, the organisation will need to go through differing levels of vetting. Once installed, it is possible to connect to the website over <https://www.domain.com> as this tells the server to establish a secure connection with the browser. Once a secure connection is established all web traffic between the web server and the web browser will be secure.

HOW SHOULD SSL BE USED?

No matter what information is being submitted (i.e. via a form on your website to your server) you should be using SSL. SSL is not just for securing credit card transactions. All levels of personal information are sensitive and should be secured, from newsletter signups to account logins, SSL should be the minimum security standard when collecting and submitting data.

SSL should be used:

- **To secure online credit card transactions**
- **To secure online system logins, sensitive information transmitted via web forms, or protected areas of websites**
- **To secure webmail and applications like Outlook Web Access, Exchange and Office Communications Server**
- **To secure workflow and virtualisation applications like Citrix Delivery Platforms or cloud based computing platforms**
- **To secure the connection between an email client such as Microsoft Outlook and an email server such as Microsoft Exchange**
- **To secure the transfer of files over https and FTP(s) services such as website owners updating new pages to their websites or transferring large files**

- **To secure hosting control panels logins and activity like Parallels, cPanel and others**
- **To secure intranet based traffic such as internal networks, file sharing, extranets and database connections**
- **To secure network logins and other network traffic with SSL VPNs such as VPN Access Servers or applications like the Citrix Access Gateway**

MALWARE MONITORING

WHAT IS MALWARE MONITORING

To understand the growing need for malware monitoring services it's important to understand the growing threat of "drive-by downloads". Drive-by downloading is a hacker technique resulting in the unauthorised download and installation (drive-by download) of unwanted malicious software (malware) onto the client PC of anyone visiting the website. It is designed to steal information from Internet users by forcing them to automatically download malicious software (malware) without their knowledge or consent. By using numerous techniques to:

- 1) **Add an invisible `iframe` to a hosted web page, invisible to the human eye**
- 2) **Transparently direct the visitor's browser to a server transmitting exploits designed to break the browser through known vulnerabilities**
- 3) **Use the now broken browser to download and install malware / viruses onto the victim's machine**

Malware is often designed for criminal, political, and/or mischievous purposes. These purposes might include:

- **Stealing financial account numbers, passwords, corporate trade secrets, or other confidential information**
- **Tricking the user into buying something that she or he doesn't need**
- **Sending junk email (spam)**
- **Attacking other computers or networks (zombie attacks)**
- **Distributing more malware**

Malware includes viruses, Trojans, rootkits, spam bots, spyware and other varieties (source: stopbadware.org).

Most websites are vulnerable to malicious code injection. When they do fall victim to this kind of attack, the first impact is directly against the websites visitors, as the malware installed on their PCs is designed to steal personal data, such as credit card and bank account information, or even provide the Hacker with complete control over the victim PC.

The website itself is quickly affected as angry customers begin to complain about personal data loss. The website often fairly quickly becomes flagged or blacklisted for hosting malicious content by organisations such as Google.

It is enough to simply visit an infected website; there is no requirement to click on any links. The malware may be designed to monitor keystrokes and steal passwords, listen for credit cards, steal personal information or lay dormant, waiting for the attacker to invisibly turn the infected machine into a “zombie”. Co-ordinated attacks using infected zombie machines to overload specific servers or networks have become a significant problem throughout the last few years, with attacks such as Aurora (distributed denial of service attack against many major IT companies originating from China) and Operation Payback (distributed denial of service revenging against previous Wikileaks suppliers) making worldwide news.

BLACKLISTING

Due to the growing problem of malware distribution, Google in particular has taken a draconian view of any website distributing malware.

Google flagging has the greatest negative effect on websites as traffic is literally driven away from the site, due to Google posting warnings against visiting the site directly in their search results, or worse yet, removing the site from their search results altogether. This often has the effect of reducing a website’s traffic from tens of thousands of visitors per day to almost zero.

Regardless of whether the site owners are knowingly distributing malware, a message will appear in the Google search results and also in browsers like Chrome and Firefox warning of the potential danger of visiting the web site. For example:



“Remedial time, i.e. how long it takes to have Google remove you from blacklists, is undefined and frankly unknown. Reports in forums range from weeks to months...”



“Even major sites like cnn.com have been compromised and listed as distributing malware.”

Being blacklisted also means a website owner may find their domain listed on **stopbadware.org** – a central database of infected domains referenced by hundreds of applications and service providers. For website owners, blacklisting results in damage to business reputation, inevitable sharp drop in website traffic, and ultimately in revenues. The remedial actions needed to be removed are slow and expensive, with no guarantees of successfully regaining rankings.

MALWARE IN HOSTED ENVIRONMENTS

Hosting companies need to be aware of the risk of compromise to their own infrastructure. As hackers typically seek the greatest economy of scale, attacking a hosting company’s infrastructure results in the highest return on effort. In August 2010, malware experts identified an infection in the Network Solutions infrastructure – a widget housed on Network Solution pages. The widget took advantage of an Internet Explorer vulnerability and resulted in the Koobface malware (a virus that “phones home” for further instructions) being widely distributed. The press identified the widget as being distributed via millions of landing pages reserved for parked domains.

Source:

<http://blogs.forbes.com/andygreenberg/2010/08/16/record-five-million-sites-were-likely-infected-by-hacked-web-widget/?partner=contextstory>

The Network Solutions explanation suggested the malware was actually only distributed via a NetSol blog:

“Our Security Team was alerted this past weekend to a malicious code that was added to a widget housed on our small business blog, growsmartbusiness.com. This widget was used to provide small business tips on Network Solutions’ under construction pages. We have removed the widget from those pages and continue to check and monitor to ensure security. The number of impacted pages that have reported publicly over the weekend are not accurate. We’re still investigating the number of web pages affected.

If you have downloaded the GrowSmartBusiness widget to your web site, we recommend you delete that widget and scan your site for malware.”

Source: <http://blog.networksolutions.com/2010/security-alert-malware-found-on-widget/>

This kind of malware injection attack puts the reputation of the hosting company at risk, not just the hosted customer.

GLOBALSIGN’S MALWARE MONITORING SOLUTION

GlobalSign’s malware monitoring solution, powered by StopTheHacker, helps website owners avoid a doomsday situation by providing monitoring for malicious code injection and drive-by downloads by giving due warning of an infection and sufficient details to facilitate timely removal of the injected code - protecting both customers and corporate reputation.

The non-intrusive solution crawls a website and actively analyses the content on each page for signs of compromise. StopTheHacker uses numerous, advanced and unique techniques to ensure, known and unknown, malicious codes are identified quickly and even the most advanced malware distribution techniques are efficiently identified. The service immediately notifies website owners, via email, if their site is infected with malicious code being used to target end user’s Personal Computers with drive-by downloads.

GlobalSign’s malware monitoring service protects businesses and customers from the impacts of malware injection and is included as standard with all GlobalSign retail SSL Certificates including:

- **Fully automated non-intrusive scans**
- **Weekly, daily or hourly scans, depending in SSL Certificate type purchased**
- **Automated email alerts should your site become blacklisted or affected by malware**
- **Details of injected code snippet to facilitate timely removal of malware and code-level remediation**
- **SaaS based portal to fully view reports and manage website domain**
- **Trust Seal to increase visitor confidence**

ENTERPRISE AND HOSTING PROVIDER MALWARE MONITORING SOLUTIONS

GlobalSign automatically bundles basic malware monitoring plans with its retail SSL Certificates, but understands enterprise and hosting providers needs may differ. No matter what size your website may be or how many domains you have, GlobalSign’s malware monitoring service has a solution that will work for your security requirements and budget.

RESELLING GLOBALSIGN SECURITY SERVICES SELLING / BUNDLING SSL CERTIFICATES

There are numerous additional benefits to be gained by joining GlobalSign's Partner Program over other SSL reseller programs. The partner account is quick and hassle free to set up and GlobalSign's web based Certificate Center (GCC), flexible API technology and OneClickSSL automation plug-ins are simple and easy to use. The system even offers the ability to manage sub-resellers and their own customers.

GENERATE A NEW REVENUE STREAM / AUGMENT EXISTING REVENUE STREAM

SSL Certificates are now a key aspect of online security and are a requirement for any organisation that has an online presence (to protect customers against phishing attacks, credit card fraud and identity theft, whilst protecting the organisation's brand and reputation against fraudulent websites). So why not take advantage of this opportunity and encourage clients to buy directly, rather than from a third party? Offer SSL as part of existing packages or as an additional value-add option to instantly generate a new source of revenue.

- **Offer SSL Certificates and prevent clients from purchasing elsewhere**

- **Receive the industry's best margins with zero commitment**
- **Help to maximise the renewable revenue received from each customer**
- **Offer a 'one stop shop' hosting/VAR service with SSL readily available**

Being successful in a highly competitive market is extremely difficult, so differentiate from competitors by bundling SSL Certificates. SSL can be offered as part of an existing package, producing a comprehensive hosting product portfolio. GlobalSign's SSL is a superior product in the market place by means of feature set, compatibility and account management / technical support. As well as expanding the organisation's product portfolio, the organisation will be able to offer the most secure and advanced SSL products available.

SSL Certificate Features:

- **AlphaSSL, DomainSSL, OrganizationSSL and ExtendedSSL (EV SSL) all from the same account**
- **Trusted by all browsers, applications and mobile devices**
- **Unlimited server licensing**
- **Issued from a 2048 bit root (globally embedded since 1998)**
- **Secures both www and non-www with single certificate**
- **\$1000 - \$1,500,000 warranty**
- **Clickable Site Seal**
- **Installation health check**
- **Worry free refund policy**

SSL options include:

- **Wildcard SSL – secure unlimited subdomains with a single certificate**
- **Multi-domain SSL – secure up to 40 different domains in a single certificate**
- **IP Address and intranet name inclusion**
- **Multi-year discounts**

SELLING / BUNDLING MALWARE MONITORING

Malware monitoring for hosting companies is a relatively new offering; nevertheless, it is proving to be a critical component of the hosting provider's value chain. Websites can choose their level of preferred protection by choosing a plan which suits their risk management policies and cost sensitivity.

RIGHT PRODUCT, RIGHT CUSTOMER SSL CERTIFICATES

GlobalSign offers a full range of SSL Certificates designed to meet the requirements of each customer profile – from entry level to high end enterprise:

| SSL Product | Customer Profile |
|-----------------------------------|---|
| AlphaSSL | Entry level, price-sensitive customers needing an instant issuance certificate. Highest success is found when bundling AlphaSSL in price-competitive hosting packages. Can also be added to the value-add products at low cost, ensuring entry-level virtual hosting customers are not forced to shop around for SSL "deals". |
| GlobalSign DomainSSL | Ideal for brand savvy and security conscious customers. Instant issuance is combined with an extended feature set including Subject Alternative Names (multi-domain) support and significant warranties. Highest success is found when adding to higher end virtual hosting packages and entry level dedicated hosting packages. |
| GlobalSign OrganizationSSL | Necessary for brand savvy and security conscious customers. Traditionally vetted organisation validated SSL is combined with an extended feature set including Subject Alternative Names (multi-domain) support and significant warranties. Highest success is found when adding to dedicated hosting packages where identity assurance is necessary for customers to maximise sales / conversions. |
| GlobalSign ExtendedSSL | Ideal for brand savvy and security conscious customers. Extended Validation policies activate the green address bar and the certificate offers a further extended feature set including SANs - Subject Alternative Names - |

(multi-domain) support for applications such as Unified Communications for Microsoft Exchange 2007 / Office Communications Server and a \$1,500,000 warranty. Highest success is found when offering as a high value upsell across all hosting packages and where the green bar is needed to maximise sales and conversions.

GETTING A FAST RETURN ON YOUR INVESTMENT

With all new ventures the return on investment must outweigh the associated costs. With GlobalSign's Reseller Program there are very few, if any costs involved, with many benefits to take advantage of. Partners are assigned a dedicated account manager, marketing support manager and technical support services are readily available from local presence in the US, UK, Belgium, France and Germany.

SSL RESELLER MODELS PAY AS YOU GO (PAYG)

Partners simply use a credit card to purchase each certificate that is resold. Discounts are immediate – ensuring that even without commitment, the best SSL reseller margins in the industry are achieved.

DEPOSIT

Partners place a deposit, with the amount placed linked to the discount rate made available. The deepest per certificate discounts are available via the deposit method. Unlike other SSL Providers, deposits with GlobalSign do not expire and can be rolled over, year on year.

UNLIMITED ISSUANCE LICENSE

GlobalSign has pioneered the Unlimited Issuance License. This enables hosting companies to issue an unlimited number of certificates for a yearly flat fee. This model has been very successful with companies mass issuing SSL certificates such as LiquidWeb, 123-Reg, Webfusion & Singlehop.

MALWARE MONITORING MODELS

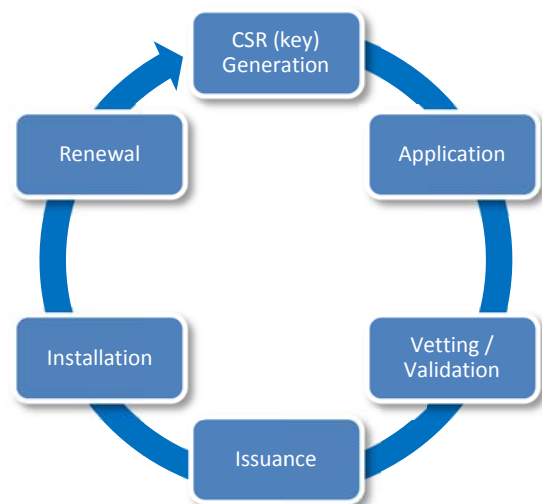
GlobalSign works with hosting companies on a per case basis to advise and implement appropriate malware monitoring models. Typically we advise that hosting companies adopt across all customers the basic scanning

service, with upsell paths to higher value / higher risk sites. This may be added as part of the hosting bundle, or even as a value-add service to protect the hosting company's good name in the industry.

DEPLOYMENT AND AUTOMATION

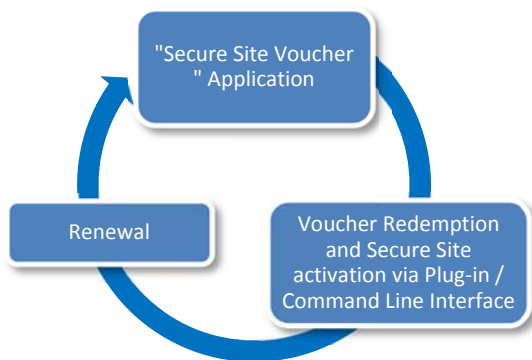
SSL Certificates follow a lifecycle model that can be segmented into 6 stages. When selecting an SSL Provider, it is important to understand which stages of the lifecycle have been automated or optimised. A poorly optimised lifecycle will put undue pressure on your support staff through customer phone calls and technical issues.

Traditional Certificate Provisioning:



The APIs allow for automated application submission and for the automated retrieval of issued certificates. Our unique OneClickSSL technology offers bespoke integration through GlobalSign's library of programming languages and is also easily deployed on IIS, Plesk, cPanel and various other Control Panels to automatically activate secure sites.

Certificate Provisioning via OneClickSSL:



Automating SSL application, installation and activation in hosting environments, including:



For more details on OneClickSSL automation technology please visit our website at www.globalsign.co.uk/partners or www.globalsign.eu/partners or contact us.

Finally our QuickRenew technology ensures that renewal steps are minimised to reduce the risk of expired certificates. GlobalSign is pioneering automation like no other Certificate Authority.

HOSTING COMPANIES

Hosting companies can use the GlobalSign Certificate Center (GCC) to manage the full lifecycle of their SSL Certificates. Alternatively, GlobalSign offers a number of APIs (XML and AJAX) to automate the inclusion of SSL into existing workflows.

GlobalSign’s malware monitoring service is configured via API and web based management portal. Advanced JSON responders ensure the latest domains can be registered instantly.

CLOUD APPLICATION/SERVICE/PLATFORM PROVIDERS

GlobalSign is pioneering SSL based security in the cloud. Via GCC and the Cloud API service (launched Q1 2011). GlobalSign Partners can create on-demand certificates with up to 100 SANs (multi-domain) in each certificate, and automatically add/remove SANs as needed by their cloud application. Talk to our Cloud Specialist team for more details.

REGISTRARS

GlobalSign offers a unique service to Domain Registrars – the ability via API to create an SSL Certificate for each domain as it is registered. This gives Domain Registrars the ability to bundle SSL Certificates with every domain sales. Talk to our Registrar Specialist team by contacting us at www.globalsign.co.uk/partners or www.globalsign.eu/partners for more details.

PARTNER PROGRAM LEVELS

GlobalSign offers 4 levels of Partnership – Authorised, Silver, Gold and Platinum.

Authorised Partners receive instant discounts, a reseller partner portal (GlobalSign Certificate Center), canned sales and marketing resources and instant access to technical support.

Silver, Gold and Platinum Partners receive accelerated discounts, access to the advanced APIs, control panel plug-ins, dedicated marketing assistance, varying levels of co-marketing / co-branding opportunities and feature prioritisation.




WHY PARTNER WITH GLOBALSIGN?

With fantastic margins and increased revenue potential, this is a simple, but sophisticated reseller program enabling you to generate new revenue streams, expand your product portfolio and provide the best SSL and malware monitoring there is available. The program is built around the needs of hosting companies, fulfilling both technical and marketing requirements:



The program has an extremely fast return on investment with the option of no commitment. It also involves minimal time, effort and resources. But don't just take our word for it, ask any of our thousands of hosting partners...

"We chose GlobalSign based on reliability, cost and overall ROI. 

Our customers have increasing security concerns which prompted us to find a provider who could offer the most reliable and cost effective SSL security solution."

Travis Stoliker, Marketing Director

"It is vitally important to us that we partner with the most credible and forward thinking vendors for every third party service we offer. Since the start of our relationship we've been able to pass on the value of the GlobalSign brand as well as the strong security its products offer. Our partnership has many co-marketing initiatives and development plans in place, with on-going industry leading improvements in certificate issuance workflows, as well as continued education to our 

customers about online security threats - leading to a customer experience both our companies can be proud of."

Thomas Vollrath, CEO, Webfusion

ENQUIRE ABOUT THE PARTNER PROGRAM

To join now, or for further information about becoming a GlobalSign SSL & Malware Monitoring Partner visit our website at www.globalsign.co.uk/partners or www.globalsign.eu/partners.

ABOUT GLOBALSIGN

GlobalSign was one of the first Certification Authorities and has been providing digital credentialing services since 1996. It operates multi-lingual sales and technical support offices in London, Brussels, Boston, Tokyo and Shanghai.

GlobalSign has a rich history of investors, including ING Bank and Vodafone. Now part of a GMO Internet Inc group company - a public company quoted on the prestigious Tokyo Stock Exchange (TSE: 9449) whose shareholders include Yahoo! Japan, Morgan Stanley and Credit Suisse First Boston.

As a leader in public trust services, GlobalSign Certificates are trusted by all popular Browsers, Operating Systems, Devices and Applications and include SSL, Code Signing, Adobe CDS Digital IDs, Email & Authentication, Enterprise Digital Solutions, internal PKI & Microsoft Certificate Service root signing. It's trusted root CA Certificates are recognised by all operating systems, all major web browsers, web servers, email clients and Internet applications; as well as all mobile devices.

Accredited to the highest standards

As a WebTrust accredited public Certificate Authority, our core solutions allow our thousands of enterprise customers to conduct secure online transactions and data submission, and provide tamper-proof distributable code as well as being able to bind identities to Digital Certificates for S/MIME email encryption and remote two factor authentication, such as SSL VPNs.

**GlobalSign US and
Canada**

Tel: 1-877-775-4562
www.globalsign.com
sales-us@globalsign.com

GlobalSign EU

Tel: +32 16 891900
www.globalsign.eu
sales@globalsign.com

GlobalSign UK

Tel: +44 1622 766766
www.globalsign.co.uk
sales@globalsign.com

GlobalSign FR

Tel: +33 1 82 88 01 24
www.globalsign.fr
ventes@globalsign.com

GlobalSign DE

Tel: +49 30 8878 9310
www.globalsign.de
verkauf@globalsign.com

GlobalSign NL

Tel: +31 20 8908021
www.globalsign.nl
verkoop@globalsign.com
