

Analyst View

“The importance of email to business means IT Departments must find a way of making it available 24x7. In many cases, it is difficult for them to even find a small period of time to bring messaging applications down for maintenance”.

Michael Osterman, Founder –
Osterman Research Inc.
November, 2010

The Symantec.cloud Difference

- No mandatory service related hardware or software to deploy or manage
- During an email outage, users have access to up to 90 days of historical email as well as being able to send and receive new email
- Use MessageLabs Email Continuity.cloud in conjunction with other Symantec.cloud services such as Archiving and Email Security for a comprehensive hosted email management solution
- Our Continuity Service Level Agreement provides a money back remedy if availability of 99.9% is not met
- Complimentary 24/7 support delivered by Symantec.cloud specialists is included with your subscription

Protect Your Email Services From The Unexpected

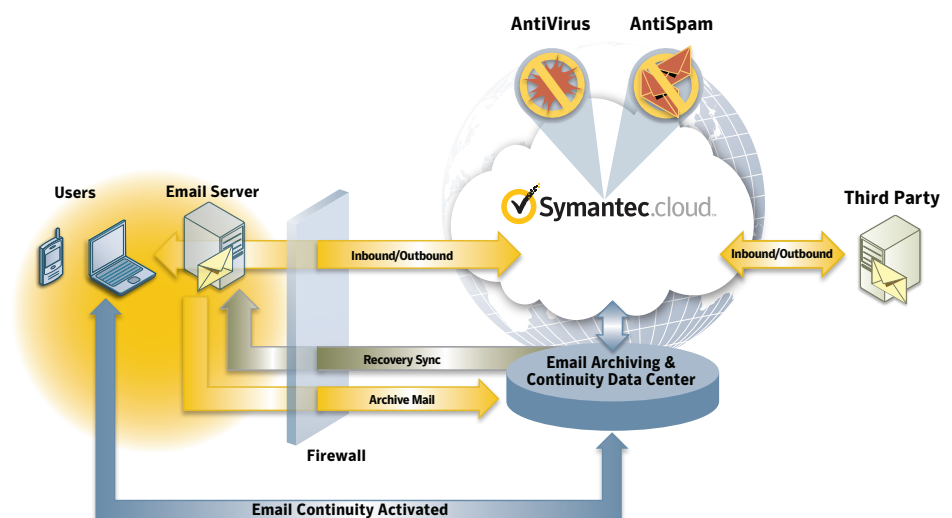
Email is an integral part of key business process and an essential component of day-to-day operations. Despite this, email systems are rarely completely reliable and businesses regularly experience email downtime due to hardware, software and networking problems or simply due to the need to install patches, upgrades and routine maintenance.

The true cost of an email outage - planned or unplanned, widespread or partial – isn't simply reflected in lost revenue and reduced productivity. An outage can damage relationships with customers, partners and suppliers. It may also lead to data loss, fines for regulatory non-compliance, or increased security risk as users resort to managing business emails through personal email accounts during email outages.

Traditional approaches to high availability, such as clustering and replication, require significant IT expertise and can be cost prohibitive to implement.

MessageLabs Email Continuity.cloud provides an affordable standby email system that activates automatically providing virtually uninterrupted use of email in the event of a mail server, helping to keep your business going.

Symantec MessageLabs Email Continuity.cloud



MessageLabs Email Continuity.cloud service is delivered from an off-site location enabling ongoing availability of your email service if an unplanned outage occurs at your physical site.

In the event of an outage in the primary system, email is automatically re-routed to provide end users with email access through their mail client, a web browser or mobile device.

The continuity service captures all emails and keeps a regular check on the primary email system. When your email service is back online, all email sent or received during the outage period is restored to the email server with no action required on the part of the IT Administrator.

How The Service Works

- For each domain, set the Hosted Email Continuity service as the failover route
- Set up journaling on your mail server to allow copies of all emails to be captured by the Email Continuity service, building up a store of historical email
- In the event that email cannot be delivered to your mail server, email traffic is re-routed by the service enabling users to send and receive new email and access historical email
- When your email server is back online, all email sent or received during the outage is restored to your primary system

The Symantec.cloud Experience

- **Email users:** During an outage, users experience continued email access with send, receive & delete functionality
- **IT managers:** Simple, cost-effective email availability solution requiring no manual intervention to activate or deactivate
- **Service administrators:** No more distracting, time-consuming complaints from users unable to use email during an outage, reduced maintenance load, minimal user training

Next Steps

Call a RedefineIT Limited product specialist:
UK: +44 (0)203 327 1517
enquiries@redefineit.co.uk

Addressing Your Email Availability Challenges

Use MessageLabs Email Continuity.cloud to help address your email availability challenges:

Cost containment: The MessageLabs Email Continuity.cloud service can be set up quickly and does not require dedicated staff. Low deployment costs and predictable operating costs allow for effective budgeting. The solution scales easily, so new users can be added as needed with minimal effort.

User productivity: During an outage the service activates automatically providing users with virtually uninterrupted use of their email freeing your IT department to fix the outage without distraction.

Protect against on-premise disasters: Virtually uninterrupted email service in the event of a problem with your physical facilities, data centers, servers, software, data stores, or network connectivity.

Reduces the risk of losing data: Minimises the potential loss of email data generated since your last backup was performed.

Rapid recovery: Emails processed during the outage are automatically delivered to your primary system when the email servers are restored

| Features | Benefits |
|--|---|
| No mandatory hardware or software required | The service is quick and easy to set up with no mandatory onsite technology to deploy, maintain or upgrade |
| Standby service with up to 90 days of historical email | In addition to being able to send and receive mail, users also have access to an archive of internal and external email |
| Automatic service activation and deactivation | Allows the IT department to concentrate on resolving the outage knowing the service will deploy automatically and restore emails to the primary email server(s) once they are back online |
| User friendly interface | Intuitive look and feel to minimise time and resources spent training end users |
| Integrated with MessageLabs Email Archiving.cloud* service | The MessageLabs Email Continuity.cloud service is integrated with the Archiving service enabling ease of administration |
| Compatible with other Symantec.cloud email services | When combined with other Symantec.cloud services, provides a comprehensive, low-maintenance answer to your email security and management needs |

Note: To best meet our customer needs, Symantec.cloud offers a number of hosted email continuity service options.

Features described on this datasheet may not be available in other service options. Before making a selection, be sure to discuss your business needs and alternative options with your Account Manager.