

Keep your email up when your systems are down

Whether it's a planned migration or an unforeseen disaster, system downtime needn't mean an interruption to your email services.

Business needs

Email is commonly accepted to be the most important of all business communication tools. In fact, it plays a critical role in just about every organization's workflow and task management processes. As a result, when email goes down the consequences can be significant and wide ranging. Lost productivity, reduced customer satisfaction, delayed purchase orders and stalled negotiations can all result in lost revenue and increased risk to the organization. It's no wonder then that a key responsibility of IT staff is to ensure that email is always available.

Business challenges

IT departments are faced with shrinking budgets and increasing demands from users, including an expectation of zero email downtime. This challenge is typically managed through the setting of departmental service level agreements (SLAs) that the messaging team are required to meet. Through a process of risk identification and management as many potential risks as possible will be eliminated. However, there is still the need to carry out planned system maintenance, and unplanned outages are an unpleasant reality. Mitigating the risk of downtime often involves replicating the messaging infrastructure; however this can have a significant impact on the organization's bottom line.

Technical challenges

Email is no longer the simple communication tool it once was. End user requirements have become more demanding, with the expectation of uninterrupted email access from their desktops, laptops and smartphones while at the office or on the move. This complexity presents significant challenges for administrators. Not only must they ensure the availability of the core messaging platform, but they must also consider the dependencies of all its ancillary systems such as email security and archiving solutions as well as the email clients themselves. Consequently, it is no simple task to prevent outages when faced with managing such a large and disparate set of systems, all interacting in a complex and fragile email ecosystem.

› Mimecast is a leading provider of essential cloud services for Microsoft Exchange

Fast facts

- Always on email via Microsoft Outlook, BlackBerry smartphones and web browsers.
- Mimecast Email Continuity is backed by a 100% service availability SLA.
- Automatic service failover and failback means zero RTO.
- Highly resilient network of geographically dispersed, data centers.
- No requirement for BlackBerry Enterprise Server (BES) to be online for smartphone email continuity.



“Having run a cost analysis, the icing on the cake is that Mimecast has drastically reduced our disaster recovery and business continuity costs. Should we have a short to medium term failure of our Exchange infrastructure, we can rely on Mimecast’s business continuity service.” — *Jim Greenfield, IT Director, PKF (UK) LLP*

Mimecast solution

Mimecast recognizes these challenges and has created a solution that delivers seamless email continuity services directly to users through Microsoft Outlook, BlackBerry smartphones and web browsers.

The service works by automatically detecting when Microsoft Exchange is offline, and switches all Outlook clients to send and receive email directly via the Mimecast platform. This process requires no intervention by the administrator and is invisible to end users. This enables zero recovery time objectives (RTO) to be met, and allows IT staff to focus on the root cause of the outage without being distracted by a flood of helpdesk calls. Once the Exchange server is back online, Mimecast automatically reconnects and synchronizes any sent or received email from the period of outage.

During outages Mimecast also enables BlackBerry smartphone users to continue sending and receiving email from their standard BlackBerry inbox. Mimecast Personal Portal gives users secure access to their email and calendar information at anytime from any browser. So even when users can’t access their usual email clients, this secure browser-based service ensures that business isn’t interrupted. A Mimecast Mobile App gives users of Android, Windows Phone and iPhone smartphones a view of the past 58 days received items, including those received during an outage.

This service is backed by a 100% service availability SLA, directly helping to meet departmental service delivery targets. This demanding SLA is possible due to the highly resilient Mimecast network of geographically dispersed data centers, each with built-in redundancy. Should a disk fail, or even an entire data center go off-line, Mimecast will continue delivering email to its customers.

Mimecast can also deliver anti-virus, anti-spam, data leak prevention, encryption and archiving solutions from the cloud, further removing complexity from the broader email system and mitigating email-borne risks, whether experiencing an outage or not.

Key benefits

- Supports business continuity planning
- Zero recovery time objectives (RTO)
- Builds on your existing Exchange infrastructure
- Immediate effectiveness for rapid return on investment
- Reduces complexity of email infrastructure
- Integration with usual email clients maximizes user productivity
- Access via Mimecast Personal Portal supports email access in DR situations

Ensure always on email...

...during planned outages:

- Email server migration
- Infrastructure maintenance
- Email system convergence
- Data center relocation

...during unplanned outages:

- Hardware or software failure
- Network or infrastructure failure
- Fire, theft and natural disasters
- Human error

About Mimecast

Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity and archiving. This suite of services provides total end-to-end control of business email, while minimizing risk and reducing both cost and complexity. Founded in 2003, Mimecast serves thousands of customers worldwide and has offices in Europe, North America, and Africa.