

Business Continuity Keeps Email Available at All Times - No Matter What

Business Continuity means that the service is constantly active and available at all times - not just when disaster strikes. This ensures there is no delay in delivering critical emails in times of crisis or disaster - unlike many other solutions. The service enables inbound and outbound email to be available from secure, mirrored data stores to end users via webmail. This webmail allows users to send and receive email from any browser worldwide, ensuring important communication is not lost during crisis situations.

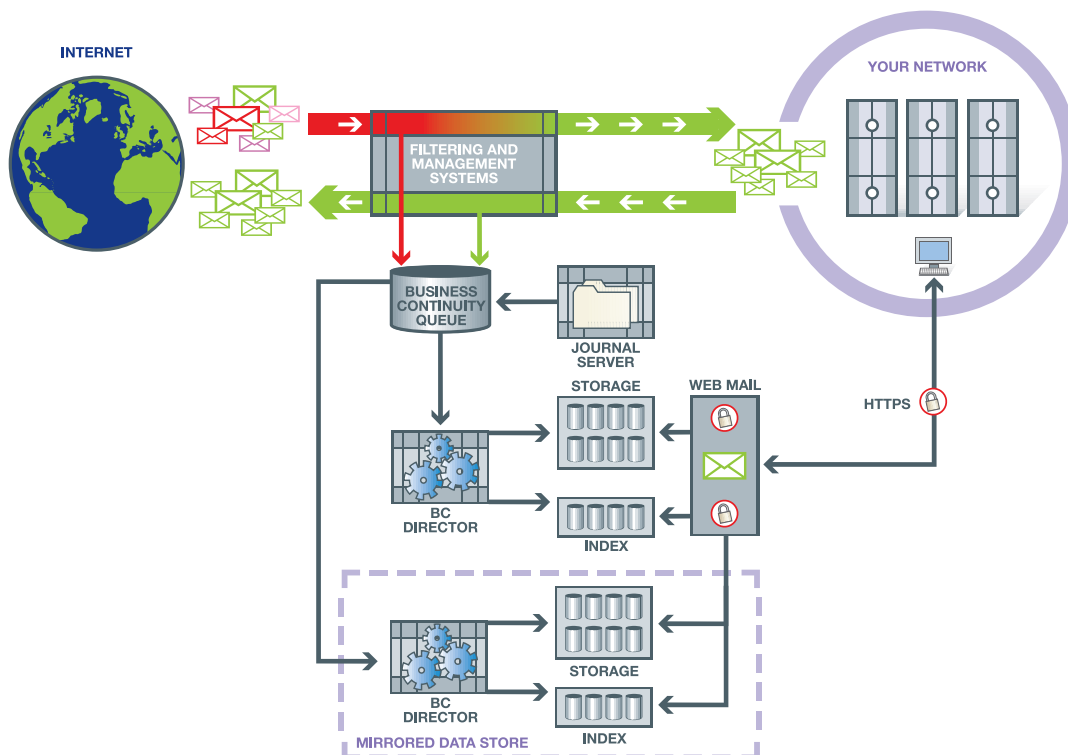
Benefits

- Ensures email is available in times of disaster
- Both current and historical email available
- Accessible from remote sites
- Synchronized contact information
- Can re-synchronize email once disaster is over
- Ability to re-route email if organisation's mail servers are lost

Archiving Feature Protects Important Data

Most Business Continuity solutions only 'click-in' when a disaster occurs, the Webroot solution provides 'On-Tap' capabilities, ensuring that the off-site capabilities are constantly active during normal operation as well as when disaster hits.

A core element of this solution is the archiving capability which enables organizations to securely capture and store all inbound and outbound email traffic in real-time. Once captured, these emails are stored in duplicate in geographically disparate data centers, protecting data against physical loss or corruption. However, archiving is only part of the solution since employees also need to be able to interact with their emails as well.



Anywhere Access Keeps Business Running

Anywhere Access is provided through a highly available, feature rich Business Continuity (BC) Web Mail service providing off-site remote access to email.

Business continuity is available during both disaster and normal operation. To support this, a rolling capture window is established by the system, which is designed to capture both inbound and outbound mail as it passes through the filtering service and route copies of the mails to the Business Continuity mail server hosted in the Webroot infrastructure. Each individual that has subscribed to the BC service has a hosted mailbox allocated to them.

Webmail Message Capture Provides Easy Email Access

Each inbound mail that is received by the Webroot MTAs for filtering, will be delivered to a Business Continuity mailbox hosted on the Webroot's infrastructure in addition to being delivered to the inbound mail server within the customer's organization.

Similarly, every outbound mail will also be delivered to the Internet as per normal via the Webroot filtering service. In addition, a copy of the message will be delivered to a Business Continuity mailbox and posted into the Sent Items folder. These messages will accrue over a period before being timed out after 28 days. The net result is a rolling 28-day window of mail being held in an off-site mail store with mail accessible to the end-user throughout.

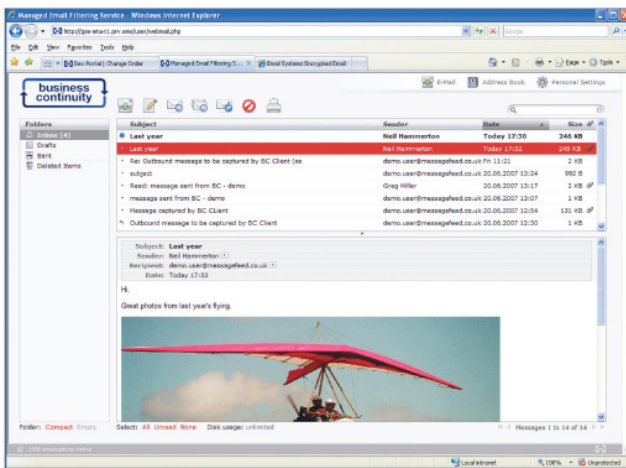
In the event of disaster, end-users are able to log in to the off-site mail store via a fully functional Web Mail interface where they can read both received and sent mail items. During an outage on the mail server, inbound mail will continue to be routed to the BC mail stores, and a copy of the original inbound mail will be queued for delivery until the organization's core email infrastructure is back on line. By default, inbound mail is queued for 7 days – but in the event of a major outage this can be extended.

With access to off-site Web Mail, end-users may also use this to respond to the mail as they would normally, allowing business to continue unheeded via email. This capability can be achieved with no additional hardware or software on-site and no change of e-mail address required.

Features

- Rolling message capture (28 days)
- Inbound and outbound email available
- Webmail access from any browser
- Contact synchronization
- Mailbox synchronized once disaster is over

Graphically Rich Web Mail:



Intuitive Message Creation:

