

## Total Email Management Suite Continuity Service for Email



Iron Mountain's Continuity Service makes email outages and maintenance invisible to users.

### PRODUCT DESCRIPTION

Part of Iron Mountain's Total Email Management Suite, the Continuity Service for Email provides guaranteed email continuity. When your email servers become unavailable, the Continuity Service allows users to continue to send and receive email with Microsoft® Outlook®, through a web browser or via a BlackBerry® wireless device without interruption.

### THE #1 SOLUTION FOR EMAIL CONTINUITY

More than 1,000 Chief Information Officers depend on the Continuity Service to eliminate the risk of outages or maintenance downtime. No matter what happens to your physical facilities, datacenters, servers, software, data stores, network connectivity or IT staff, the Continuity Service ensures that email will always work. Whenever you have a planned or unplanned outage, the service activates and allows users to continue to send and receive email through Microsoft Outlook, a web browser, or via a BlackBerry wireless device without interruption or any change in user behavior.

The Iron Mountain Continuity Service for Email provides immediate access to a fully integrated standby email system when your primary Microsoft® Exchange® or Lotus Notes®, email system fails. Unlike high availability solutions built upon clusters, replication, or storage area networks, the Continuity Service is not vulnerable to database corruption, Active Directory corruption, configuration errors, Windows® viruses, or Windows malware. As a managed service built upon Linux, the Continuity Service is able to offer full interoperability while eliminating all of the dependencies on your primary infrastructure, staff, technology, and mail environment. Although a fraction of the cost of other alternatives, the Continuity Service is the only solution to truly eliminate email downtime.

### HOW IRON MOUNTAIN'S CONTINUITY SERVICE PROVIDES GUARANTEED EMAIL CONTINUITY

The Continuity Service is designed to provide the highest level of continuity at the lowest cost. During normal operation, EMS encrypts and synchronizes important information from your primary email environment to world-class Tier 4 / SAS 70 datacenters around the world. The service is architected to minimize bandwidth usage and ensure data security.

When an outage occurs – planned or unplanned, widespread or partial – the Continuity Service can be quickly activated over the Web or by phone. In less than a minute, the service will redirect your Outlook client and BlackBerry devices from your primary email environment to servers on a Global Datacenter Network, allowing users to continue email operation without interruption. The Continuity Service includes all of the key features of the primary email system including contact lists, calendar appointments, distribution lists, and access to historical email.



When your primary email servers are restored to normal operation, the Continuity Service fully automates the process of migrating email and data back into your primary environment. The service retains all forensic information of messages such as sent/received time, folders, etc., and is fully archive-compliant.

**BENEFITS**

The Iron Mountain Continuity Service for Email is the only solution that can protect against all of the common causes of email downtime. When combined with other modules of the Total Email Management Suite, the service provides the most comprehensive and cost-effective solution for email continuity, recovery, archiving, storage management, e-discovery, and security.

**The Continuity Service includes the following features:**

**Guaranteed 60-Second Email Continuity** – With the Continuity Service, your users won't know when email is down. Activate in less than 60 seconds to provide full email access through Outlook, a web browser, or a BlackBerry wireless device. Iron Mountain's managed service caches email at the perimeter to ensure that email never bounces and that email system outages are never evident to the outside world.

**Total Downtime Protection** – Only the Continuity Service keeps email running no matter what happens to your primary email servers, Active Directory, or your hardware, staff, or infrastructure. The service can be activated during any outage to provide uninterrupted global email access or to protect any subset of mailboxes by location, server, or storage group.

**Emergency Access to Historical Email** – The Continuity Service allows employees to have access to a select amount of historical email from prior to the outage. For each user or user group, administrators control how many days of email you would like to make available.

**Unparalleled Security** – The Continuity Service has been designed with many layers of security to satisfy the most stringent regulated businesses and the largest enterprises. Best-in-class security capabilities include: integration with Active Directory authentication, AES encryption of messages, SSL encryption for transport, stringent InfoSec policies, and hosting within hardened, secure Disaster Recovery data-centers.

**Archive Compliance** – The Continuity Service is fully compliant with 3rd-party archiving systems and corporate email retention policies.

**Quick Recovery** – After an outage, the Continuity Service automatically moves all sent, received, and deleted email back to the primary system in one step, with all forensic information intact (including time/date stamps, BCC recipients, and read/unread status).

**High Availability for BlackBerry** – During an outage, employees using BlackBerry wireless devices may continue to seamlessly send and receive messages, even while their main email server is completely unavailable.

**A Fully Managed Service** – The Continuity Service can be fully deployed in a few hours, requires no dedicated staff, and can be easily administered from a single web console for archive, continuity, security, and recovery. The service is designed for high availability: it's not dependent on your facilities, hardware, software, storage, infrastructure or staff.

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Iron Mountain Digital is the world's leading provider of data backup/recovery and archiving software and services. The technology arm of Iron Mountain Incorporated offers a comprehensive suite of data protection and e-records management software and services to thousands of companies around the world, directly and through a world-wide network of channel partners. For more information, visit [www.ironmountaindigital.fr](http://www.ironmountaindigital.fr)