



Offer Specifications

EMS Email Continuity

Service Overview

EMS Email Continuity is a standby email service that can be activated by Customer during an unanticipated outage of Customer's primary email system. This Service supports End User mailboxes which Customer has registered to be supported by this Service (the "**Continuity Covered Mailboxes**"). The Continuity Covered Mailboxes must represent one or more complete organization(s) within Customer's primary email system. EMS Email Continuity also supports an integrated Microsoft Outlook™ experience with certain versions of Microsoft Outlook™ through an installed EMS Outlook Extension™ for Microsoft Outlook. EMS Email Continuity is intended for temporary use during normal email system maintenance or unplanned outages of the Customer's primary email system. The Service includes regular "test" activations of EMS Email Continuity to assist Customer with planning and preparedness in the event of an unanticipated outage of Customer's primary email system.

Optional Services (additional fees apply)

Wireless Continuity. As an optional add-on service to EMS Email Continuity, EMS Wireless Continuity enables Customer to provision specific supported devices managed by their corporate RIM BlackBerry Enterprise Servers (BES) to continue to send and receive email during activation of the EMS Email Continuity System.

Archive Storage. As an optional add-on service to EMS Email Continuity, Archive Storage provides historical email access for the contracted maximum number of Gigabytes over all EMS Email Continuity and EMS Rapid Archive or EMS Enterprise Archive Covered Mailboxes on an annual basis (the "Maximum Archive Storage") and allows Customers to access historical email for designated Continuity Covered Mailboxes during activation. Archive Storage may be used to recover a subset of historical mail back into the Customer's primary email system following an outage of Customer's primary email system. This subset can "bridge the gap" between the point at which the failure or loss occurred and the Customer's last good backup. Archive Storage is not intended to replace the need to regularly back up the Customer's primary email system. When Customer's primary email system is operating normally, a copy of email messages sent from and received by Continuity Archive Covered Mailboxes will be captured and stored by the system. Those historical emails are made available to End Users during activation according to retention policies specified by the Customer. The Maximum Archive Storage Amount will be reviewed by Dell on a monthly basis. The Maximum Archive Storage Amount will be calculated by taking the total number of Gigabytes of email copied and stored by the system and then subtracting the total number of Gigabytes of email removed from the system based on Customer's retention policies.

End-User pack. As an optional add-on service to Archive Storage, End-User Pack allows all of the Customer's End Users who are designated as Continuity Covered Mailboxes to access their individual archive of email sent and received from their mailbox through a secure web based interface or through the EMS Outlook Extension™.

Support Procedures

Provision of Services: Customer will receive a welcome email with a request for provisioning information. Upon completion of the information Customer will be provisioned based on responses given. As part of the provisioning process, on-boarding information will be provided to the Customer for data management and a training session will be provided to review functionalities of the application.

Customer Responsibilities

- Designating which Covered Mailboxes are entitled to EMS Email Continuity (the “**Continuity Covered Mailboxes**”).
- Regular testing of continuity procedures.
- Ensuring activations are not beyond fair and reasonable use of a standby email system (intended to address unanticipated downtime of an otherwise stable email system).
- Ensuring that a dedicated technical resource with administrative rights is available for provisioning of service.
- Providing and maintaining the necessary hardware and software necessary for Dell to perform the services purchased.
- Emails stored on the EMS Continuity servers during activation should be restored by the Customer to their primary email system as soon as the outage is over. Customer emails left on an EMS Continuity servers will be deleted on or about the 30th day after Customer reverts back to their own email system.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services

Availability varies by country. To learn more, customers and Dell Channel Partners should contact your sales representative for more information.

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