



IT Management Software as a Service EMS Email Continuity

Help eliminate email downtime and data loss for Microsoft® Exchange Server

Email fails

Today, email is the most important business application but remains difficult to protect. Traditional approaches to high availability and data recovery often provide incomplete protection at prices that are staggeringly high. When database corruption, directory problems, viruses, or configuration errors occur, expensive replication, clustering, and log-shipping solutions can fail and email will go down – most companies face a 72% chance of an email outage in the next 12 months.*

Dell EMS Email Continuity service helps ensure that email will always work and messages will not be lost – no matter what happens to your local systems, staff or infrastructure. Whenever you have a planned or unplanned outage, EMS kicks in and enables users to continue to send and receive email through Microsoft Outlook®, a web browser, or via BlackBerry® wireless devices, allowing employees to continue to send and receive email.

Effectively eliminate downtime and data loss

Dell EMS Email Continuity effectively eliminates email downtime caused by local infrastructure outages, database corruption, Active Directory® corruption, configuration errors, viruses, or malware. Instead of paying for a redundant replication or log shipping-based email system, you can pay less and provide high availability with EMS' predictable monthly costs, virtually maintenance free.

Over a thousand Chief Information Officers and millions of end users depend on Dell EMS to help ensure that email never bounces and that Exchange Server outages are not evident to the outside world. EMS can effectively eliminate email downtime and data loss for a lower total cost of ownership than on-premise solutions.

- **Help ensure that email is never lost and email system outages are virtually invisible**
- **Keep Microsoft Outlook and BlackBerry devices running when Exchange is down**
- **Easy deployment, near-zero maintenance**
- **Provide a near-seamless end user experience**

DELL EMS Email Continuity

Help eliminate email downtime and data loss with a near-zero maintenance, on-demand service.

- **Rapid email continuity** – Can be activated in minutes to provide full email access through Microsoft Outlook, a web browser or a BlackBerry wireless device, with no interruption to the end user.
- **High continuity, low cost** – EMS helps enable administrators to control costs by providing granular control over the amount of email history stored in the backup system for each user.
- **BlackBerry® device availability** – During a primary system outage, employees using BlackBerry wireless devices can continue to send and receive messages.
- **Intuitive Microsoft Outlook integration** – Upon activation, Exchange Server and BES Server users are seamlessly switched to the backup email system making outages virtually invisible. Even if the BES Server goes down, employees can still send and receive email via their Blackberry devices.
- **Exceptional security** – EMS integrates with corporate authentication services, encrypts messages with AES, uses SSL encryption for transport, and is hosted within top-tier disaster recovery data centers.

How Dell EMS Email Continuity works

As email is sent and received within Exchange, a copy of each email is compressed and encrypted for transmission to top-tier, disaster-recovery data centers. Email and attachments are securely stored in an encrypted format with all relevant metadata intact. In the event of an outage Dell EMS can be activated in minutes. Microsoft Outlook users are redirected seamlessly to the back-up email service and BlackBerry wireless devices can continue to send and receive email even if the BES Server is down. All users can have full access to email, contacts, and calendar entries.

Help ensure you never lose data

Dell EMS Email Continuity is designed to prevent data loss caused by database corruption. Unlike high-availability solutions based on replication, clustering, vaulting, and log shipping, Dell EMS is not vulnerable to database corruption. If messages are ever lost or corrupted in the primary email system, Dell EMS makes it easy to locate the missing messages and quickly restore them back to Exchange.

Designed to provide the best performance at a low TCO

Traditional email high-availability solutions are difficult to deploy and grow, requiring provisioning and maintenance of servers, licenses, patches, additional storage capacity, additional user capacity and complex backup systems. For a lower total cost of ownership than these on-premise alternative solutions, Dell EMS Email Continuity can provide near a zero maintenance solution without the risks of email downtime and data loss.

* Dell EMS Activation Data, 2008.

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

About Dell IT Management SaaS solutions

Email Managed Services (EMS) Continuity is part of Dell's portfolio of IT Management Software as a Service (SaaS) solutions. Dell's SaaS solutions simplify the management of your IT environment so you can get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks. You pay only for the services you need, gain instant access to the latest innovations without additional infrastructure or staff investments, and take your business from maintenance to momentum.

Applications Business Process Consulting Infrastructure Support



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