

EdgeWave Email Continuity

High-Availability Messaging Protection

Email has become an indispensable tool in the normal functioning of virtually all organizations. Both internally and externally, email has replaced phone and face-to-face meetings as the primary way we communicate with colleagues, customers, partners and vendors. That's why even a few minutes of interruption can create a flood of help desk requests. Backup systems and archiving help retain your email, but they don't offer the real-time, web-based access that allows end-users to continue managing their stream of business email communications regardless of interruptions.

ePrism Email Continuity provides an uninterrupted flow of your email stream assuring your users access to their mail and empowering them to manage messaging and avoid any disruption in the flow of critical, legitimate business communications.



Highlights

- Guarantees access to critical email and avoids productivity loss due to email interruptions
- Easy to implement from ePrism's Email Security central management console
- Once enabled, users have complete access to their email and can remain productive
- Can be enabled automatically

Features

Continuous Email Availability

When an interruption occurs, your messages are automatically spooled as soon as the destination mail server becomes unavailable. Once Email Continuity is enabled, users can access their email for normal business processes:

- Read, compose, reply to, forward and delete messages
- Upload and download attachments
- Perform header text searches of all the messages in their mailboxes
- The administrator can implement rules to have outbound messages diverted to users' Sent Mail folders to complete the activity synchronization.

Easy Administration

Email Continuity is managed through ePrism's central management interface. It supports direct LDAP integration so end-users can be authenticated using existing LDAP, such as Microsoft Active Directory, credentials during the outage. Email Continuity can also be configured for auto-enabling if your email server is offline for a specified period of time. And busy IT administrators can be notified by the ePrism notification system that not only is the email server offline but also that Email Continuity has been enabled.

Email Retention

Email Continuity provides a rolling 35-day archive of inbound messages, which are made available for use during the interruption just as they would if email systems were working. Emails you send and receive using Email Continuity are automatically synchronized with your internal email server once it is back online.

