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Mimecast Email Continuity

An always-on email service that supports business continuity planning, cuts complexity from your network and improves end user productivity with its seamless Microsoft Outlook integration.

Mimecast Email Continuity is the only cloud-based solution that steps in automatically to deliver email to end users during planned and unplanned outages of your corporate email service. Managed from a single administration console, and with no additional on-premise hardware required, Mimecast simplifies your network and reduces administration.

Seamless integration with Microsoft Outlook and BlackBerry® smartphones, and flexible browser-based access through the Mimecast Personal Portal, gives users uninterrupted access to live email, calendar information, and historical email.

Key features

- Uninterrupted access to live email, calendar information and archive
- Automatic and seamless service failover and failback
- Integration with Microsoft Outlook and BlackBerry smartphones
- Anytime, anywhere email access from online web portal
- No additional on-premise hardware required
- Backed by a 100% service availability SLA

Benefits for your end-users

- No action required by end users for service invocation
- Access to live and historical email from familiar email client interfaces
- Calendar information available during Exchange outages
- Anytime web access if usual email client is unavailable

> **Mimecast is a leading provider of essential cloud services for Microsoft Exchange. Mimecast delivers enterprise email management services that include security, continuity, and archiving.**

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Mimecast Email Continuity
How it works

Simple to deploy, simple to manage

- Switch corporate MX records to point to Mimecast
- Route all outbound traffic through the Mimecast platform
- All inbound and outbound email is automatically retained for 58 days
- Email journaling captures and retains internal email
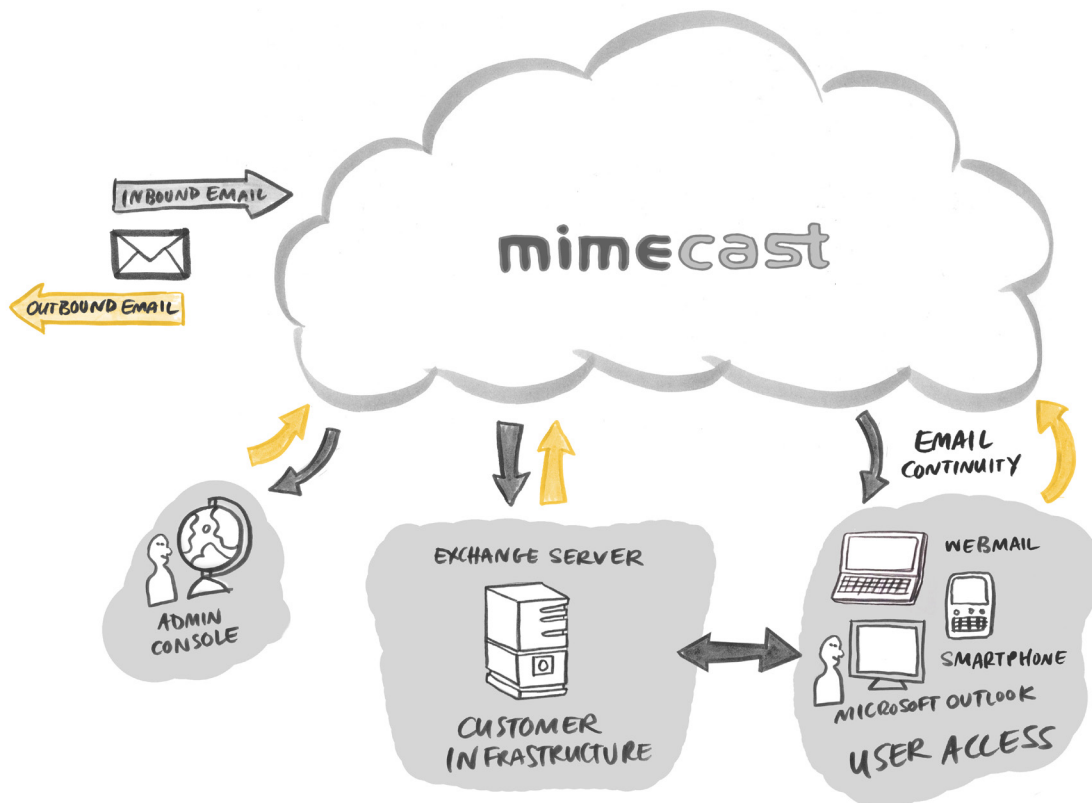
Outlook email continuity

- Mimecast Outlook client application optionally installed
- When Exchange is offline, the Mimecast Outlook client automatically sends and receives email via the Mimecast service
- Once Outlook has reconnected to Exchange, the Mimecast Outlook client automatically synchronizes with Exchange and removes duplicate messages

BlackBerry email continuity

- Mimecast BlackBerry smartphone application is deployed via BlackBerry Enterprise Server (BES)
- When Exchange, BES or associated network infrastructure is offline, an administrator activates BlackBerry continuity service through the Mimecast administration console
- The BlackBerry smartphone connects directly to Mimecast to send and receive email
- When servers are back online, administrator de-activates BlackBerry continuity service

Web-based email continuity

- Simply inform users of the Mimecast Personal Portal URL
- Users can connect to Mimecast from any web browser at any time
- Full email functionality for reading, replying, composing and sending emails and attachments
- New and historic email and calendar information available

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Mimecast Email Continuity

Simplify your network

Mimecast's network of geographically dispersed data centers, each with built-in redundancy to protect against failure, significantly reduces your need for complex, on-premise, resilient infrastructure. Managed from a single administration console, and with no additional hardware required, Mimecast simplifies your network and reduces your administration burden.

Always-on, uninterrupted email

On detecting that your Exchange server is offline, Mimecast automatically instructs Outlook clients to send and receive email directly via the Mimecast service. This not only ensures an uninterrupted email service for your users but can also reduce out of hours calls. When Exchange is back online, Mimecast automatically reconnects and synchronizes with Exchange without the need for any clean-up operation to be performed by administrators.

Seamless end user experience

When your email servers or network infrastructure are unavailable, users can just keep sending and receiving email from their familiar Outlook mailbox or BlackBerry smartphone. This frees you up to focus on the root cause of the outage without being distracted by a flood of helpdesk calls. This seamless end user experience can also support planned maintenance during normal working hours.

Anywhere email access

In a disaster recovery situation it may not be possible for users to access their usual email clients. Mimecast Personal Portal offers users flexible, browser-based access to live email, calendar information, and historical email. This always-on email facility, together with Mimecast's 100% service level availability SLA, supports business continuity planning.

Unified Email Management

Mimecast Email Continuity is just one component of Mimecast's unified email management suite of services. This means that you have the flexibility to easily add email security and archiving services either now or in the future, all managed from a single administration console.

Combining these services also brings additional benefits during email outages including continuous email policy enforcement and uninterrupted user access to all historical email.

Mimecast Email Continuity is available as a standalone service or as part of one of the following Mimecast unified email management services:

• Mimecast UEM Express
• Mimecast UEM Enterprise

Mimecast Email Continuity Features

Mimecast service platform

Secure, resilient network of geographically dispersed data centers

100% service availability SLA

No reliance on Exchange, BlackBerry Enterprise Server or related infrastructure availability

All retained data is encrypted and held in defined and jurisdictionally appropriate locations

Advanced inbound traffic splitting to support multiple site or server deployments

Full online queue management with manual retry and bounce facility

Online rerouting of queued items to remote DR site during outages

All inbound email scanned for malware threats and rejection of high traffic spammers

No additional on-premise hardware required

End user experience

No action required to invoke service in the event of an outage

Uninterrupted access to live email and calendar information during outages

Accessed via Microsoft Outlook, BlackBerry smartphones and web browser

Mimecast Personal Portal enables access to email at anytime from anywhere from a web browser

Access to the last 58 days' worth of internal and external email at all times[†]

Near real-time search of retained email from Outlook and Mimecast Personal Portal

Online inbox available to users of Android, Windows Phone and iPhone smartphones.

'Drag and drop' facility between Mimecast retained email and Outlook mailbox

Administrator experience

Automatic service failover and failback during outages

Seamless failback minimizes administration overhead of outages

Single web-based administration portal for management of all aspects of the service

Secure login with optional Microsoft Active Directory authentication

Audit log of administrator access and activity

Near real-time search of last 58 days' worth of organization-wide email[†]

Ability to control content viewing rights for administrators

[†] Can be extended to a 10 year retention period by subscribing to Mimecast UEM Enterprise