

Continuity

Eliminate the impact of email system downtime



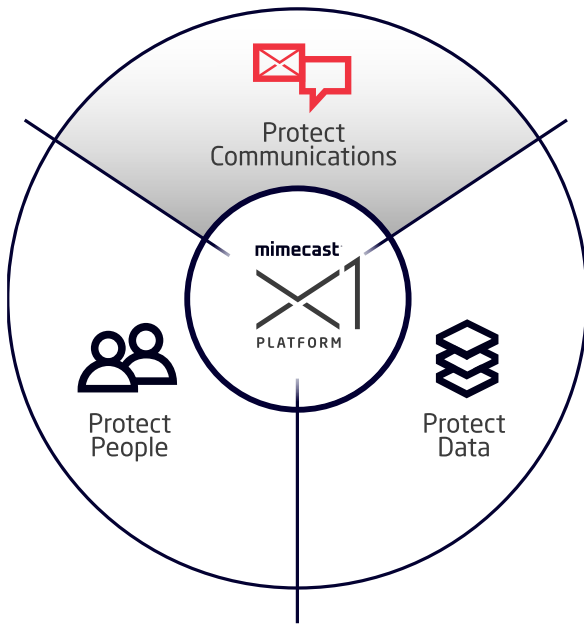
For most organizations, email is an indispensable communications channel. It's how information is exchanged amongst employees, with customers, and with the larger supply chain. In other words, it's how business gets done. Lack of access to it – even for short periods of time – can have devastating consequences, from financial loss to reputational damage. Yet, email downtime is a reality that all businesses must face. Whether the outage is planned or unplanned, the ability to keep email flowing is an essential component of any business continuity plan.

Keep email flowing no matter what

Mimecast's Continuity solution lets you keep email flowing no matter what comes your way – service disruption, natural disaster, or planned maintenance/migration. And equally as important, it ensures that email and content controls are continuously applied throughout the outage, so operations don't just keep running but keep running safely. When a disruption occurs, administrators can quickly respond with one-click mail flow activation, instantly calling Mimecast to act as the primary email path and notifying employees with clear communication sent via SMS.

Key Benefits Continuity

- Protect employee productivity with uninterrupted access to live and historic email and calendar data via Outlook, mobile, the web, and Mac apps
- Be alerted of server issues immediately with constant monitoring of inbound and outbound email flow
- Get automated alerts and employee notifications
- Easily support email continuity for cloud, hybrid, and on-premises infrastructures
- Activate continuity with a single click
- Eliminate the risk of email disruption during migration to cloud email services like M365



Manage continuity events with ease

Administrators can rapidly trigger continuity events when primary email systems are offline, switching all Outlook clients to send and receive email directly via the Mimecast platform. Mimecast monitors inbound and outbound email using admin defined thresholds. If a disruption occurs, alerts are triggered with an event specific console displaying key information and one-click activation of an alternate mail path. In addition to broad continuity events, administrators can enable individuals or groups of employees to invoke ad-hoc continuity mailbox access directly from Outlook without triggering an organization-wide continuity event.

Provide a seamless employee experience

Mimecast for Outlook, mobile, web and Mac apps are designed to maintain employee productivity when primary email systems are unavailable. They offer fully functional email capabilities, including the ability to send, receive, reply, and forward emails and attachments. Mimecast even maintains distribution list functionality. Mobile, Mac and web apps can be used anytime too – even when a connectivity issue may be affecting just one employee.

Keep employees productive and informed

Employees are notified with broadcast SMS messages when a continuity event occurs, including organization-specific details and on-going updates. After the event is over, automatic mailbox synchronization means employees and administrators don't waste time on cleanup tasks.

Maintain full email protection

Mimecast's Continuity solution is deployed alongside Mimecast Email Security, so full email protection is maintained during continuity events. Customers who leverage Mimecast Cloud Archive can also provide uninterrupted archive access.



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