

Continuity

Eliminate the impact of email system downtime.

The Problem

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.

The Solution

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.

Mimecast Value

- **Uninterrupted Email Access.** Ensure that email remains accessible, and no data is lost during outages.
- **Cost-Effective and Simplified Management.** Cloud solution and integration with security and archiving streamline's IT operations.
- **Comprehensive Accessibility and Flexibility.** Employees can access their email and calendar information from any device and location during outages.

About Mimecast

Mimecast is an AI-powered, API-enabled connected Human Risk Management platform, purpose-built to protect organizations from the spectrum of cyber threats. Integrating cutting-edge technology with human-centric pathways, our platform enhances visibility and provides strategic insight that enables decisive action and empowers businesses to protect their collaborative environments, safeguard their critical data and actively engage employees in reducing risk and enhancing productivity. More than 42,000 businesses worldwide trust Mimecast to help them keep ahead of the ever-evolving threat landscape. From insider risk to external threats, with Mimecast customers get more. More visibility. More insight. More agility. More security.

Feature	Details
Employee Experience	<ul style="list-style-type: none"> • Seamless experience through Mimecast for Outlook • Support for mobile, web and Mac apps • Fully functional email capabilities, including the ability to send, receive, reply, and forward emails and attachments • Distribution list functionality • Cloud archive access during continuity events • SMS notification of continuity events and updates
Administration	<ul style="list-style-type: none"> • Monitor inbound and outbound email using admin-defined thresholds • Receive automated alerts provide an event-specific console displaying key information and one-click activation of an alternate mail path • Rapidly trigger continuity events when primary email systems are offline • Invoke continuity events for individuals or groups without triggering an organization-wide event • Maintain full email security protection during continuity events • Reduce cleanup time through automatic mailbox synchronization

Continuity Use Cases

Security Incident Response

During a security incident, the system automatically transitions users to the secure backup email platform while the security team conducts their investigation. Users maintain full email functionality through the backup system, and once the threat is contained and remediated, they are seamlessly reconnected to the primary platform without experiencing any service interruption.

Unplanned Email System Outage

When primary email services become unavailable, the continuity system automatically activates, providing immediate failover capabilities. This ensures business operations continue smoothly, as employees maintain uninterrupted communication with key partners, suppliers, and customers through the backup email platform.

Localized Service Disruption

When email availability issues affect users in a specific region, administrators can selectively activate continuity services for only the impacted users. This targeted approach allows for efficient problem resolution while maintaining email functionality for affected users. Once the regional issue is resolved, all mailbox changes are automatically synchronized back to the primary email platform.

Email Platform Migration

During migration projects from on-premises systems to new platforms, users retain full email functionality through multiple access points including the Mimecast mobile application, web portal, or Microsoft Outlook. This ensures continuous communication capabilities while administrators complete the migration process, eliminating productivity loss during the transition period.