



BUSINESS CONTINUITY Backup and Recovery Solutions

A simple & cost-effective solution for
100% email reliability!

Overview

When your mail server (could be your own Exchange or Lotus mail server) is offline and someone tries to send you an email, the message will bounce back to the sender. In today's fast paced environment customers don't have time to figure out why your company isn't receiving email. This translates into lost revenue, something your company can afford.

Not only is uninterrupted email service important to daily business productivity, but it is also the single most effective way to communicate, collaborate and expedite business processes.

Combined with Backup and Recovering Solution and MailServer.com.my Email Firewall services (virus scanning and SPAM filtering), these unique and platform-independent services are designed to ensure companies do not miss critical email messages, regardless of the reason for - or scale of - an unexpected email service interruption.

As companies are not required to purchase any additional hardware or software, the services can be deployed quickly and without high capital cost. With the impact of business interruptions, virus infections and SPAM attacks being measured in tens of thousands of ringgits, Business Continuity services from MailServer.com.my are very cost effective indeed. In fact, it can be done for as little as RM10 per month.

The Backup and Recovery Solution provides an email store and forward mechanism by utilizing our two-tiered backup email servers in two different secure data centers. If the primary mail server is unavailable, the backup email server will accept email for the primary server. While accepting email for the primary server, the backup email server periodically checks to see if the primary server is back online. Once the primary server is back online, the backup email server forwards the email to the primary email server and recipients can then retrieve their email.

The Scenario

Your mail server has crashed, your T1 is down or your internal network is experiencing difficulties. If this happens during normal business hours your IT staff is probably frantically attempting to restore service meanwhile your customers are unable to communicate with your staff. If this happens after office hours, on the weekend or during a holiday possibly the problem goes unnoticed by your IT staff but, your customers quickly figure out your systems are down when they attempt to send you or your staff an email. Even with multiple internal mail servers, a failure of your Internet connection or electrical power will render your internally redundant systems unavailable and inaccessible. Without a redundant, geographically diverse mail server several things could happen:

➤ **Email will bounce (returned to the sender)**

Users find bounced Emails very frustrating -- this is bad for your image and is easily avoidable.

➤ **User Confusion**

If incoming email bounces, the sender will receive a 'bounced email' in return. Most users won't spend the time figuring out what the difficulty is -- they will move on to another company whose infrastructure is up and running. A possible loss of a new customer or potential sale.

➤ **Your Email will clog-up the sender's Email server**

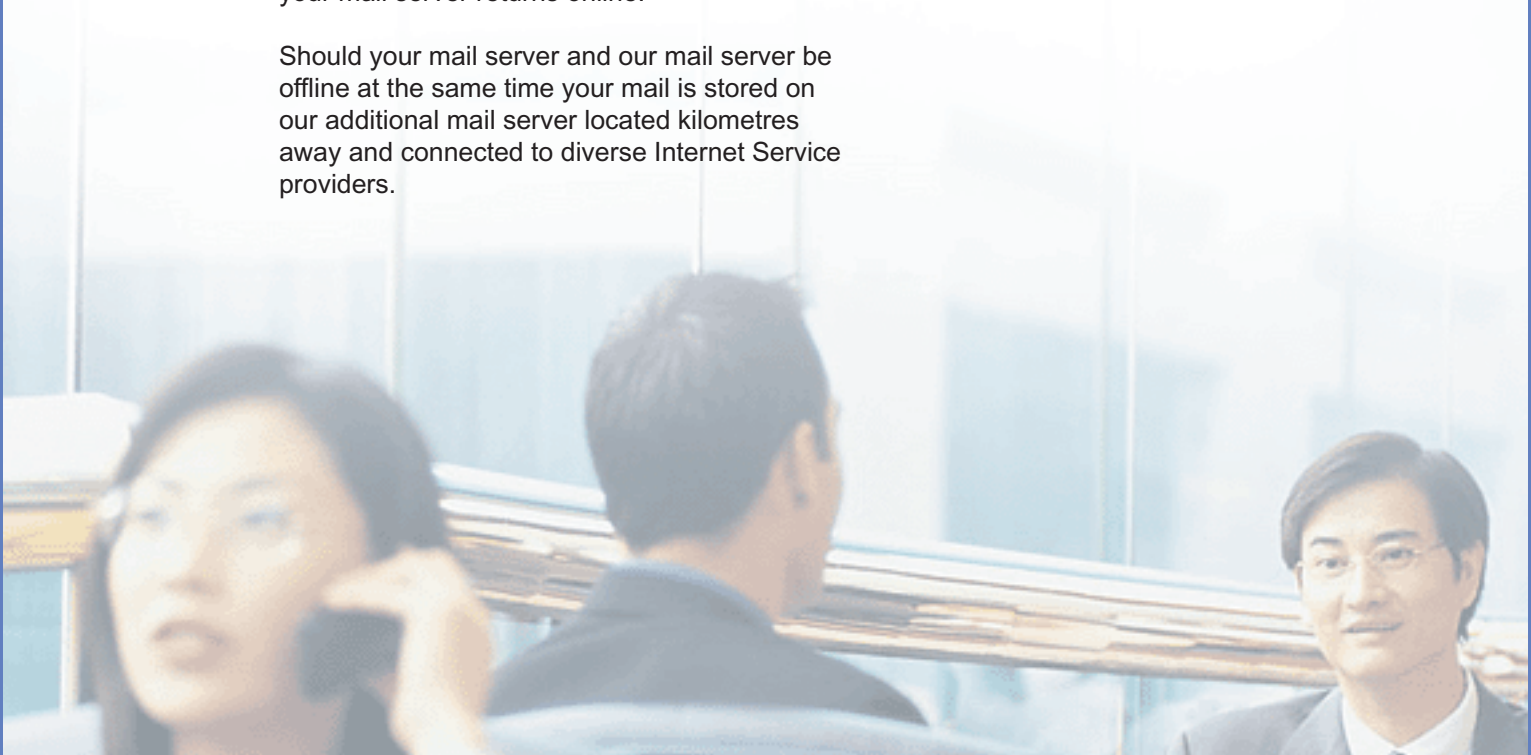
An unnecessarily poor reflection on the quality of your e-communications infrastructure.

The Solution

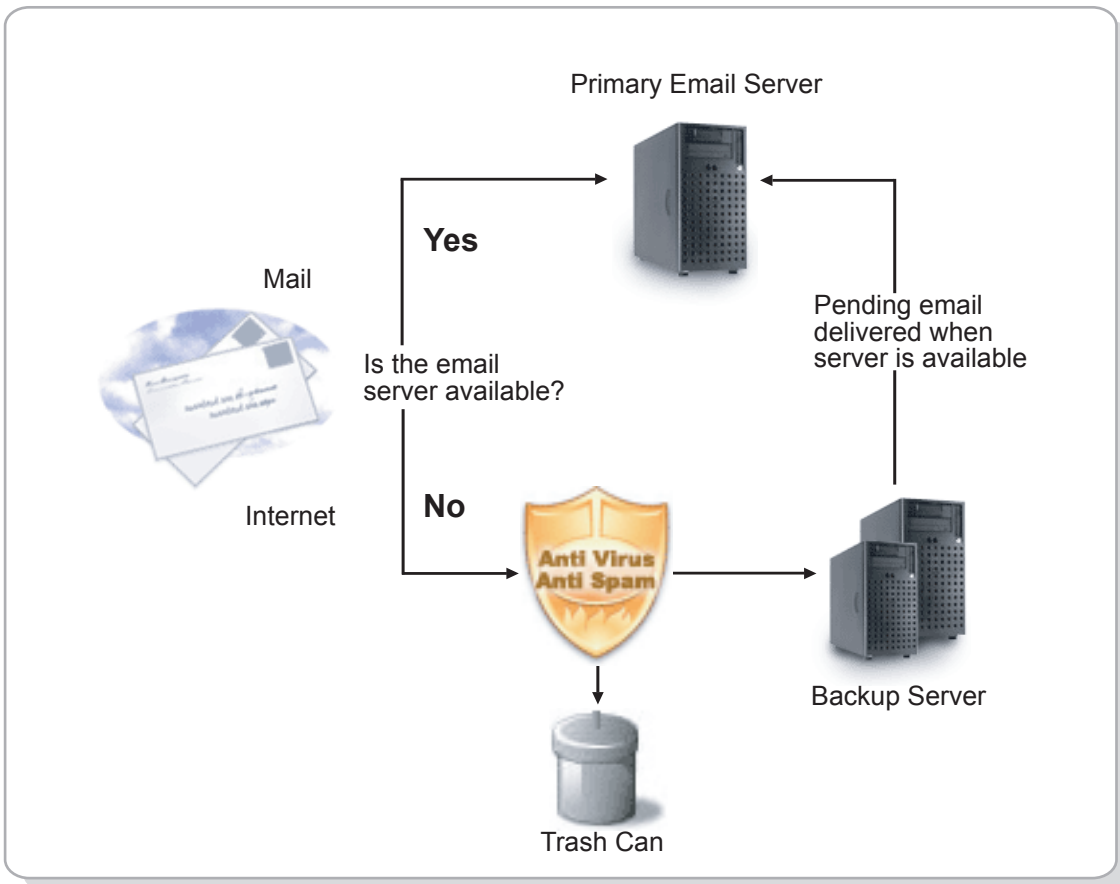
With **MailServer.com.my** providing your company with a multiple backup mail servers incoming email will be received and stored -- even if your mail server is offline. Customers do not receive bounced email messages, your e-commerce web site will continue to function as designed and your IT staff will have the time necessary to correct the problem - without the fear of bounced emails. Our standard service stores your mail for up to 30 days and will reattempt delivery every 15 - 30 minutes until your mail server returns online.

Should your mail server and our mail server be offline at the same time your mail is stored on our additional mail server located kilometres away and connected to diverse Internet Service providers.

Let **MailServer.com.my** store your incoming mail so your IT staff can focus on resolving the problem. This also allows your IT staff the time necessary to perform maintenance on the mail server which may include taking the machine offline. Our backup mail server is available to store your email 24 hours a day, 7 days a week for as little as RM120.00 a year.



System Flow



Step 1 - Email sent from the Internet. Network detect the availability of server.

Step 2 - If the primary server is available, email will be delivered as normal.

Step 3 - In the event that the primary server is unavailable, email will not bounce but instead be sent and kept at the Backup Email Server. Spam Filtering and Virus Scanning will also take place here.

Step 4 - If Virus or Spam is detected, email it will automatically drop into the trash can.

Step 5 - Clean emails will be kept in the Backup Email Server for 7 days before being deleted.

Step 6 - Queue emails is delivered when primary server is available.

To evaluate backup and recovery solution suite, please visit us at www.mailserver.com.my or contact:

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