



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**

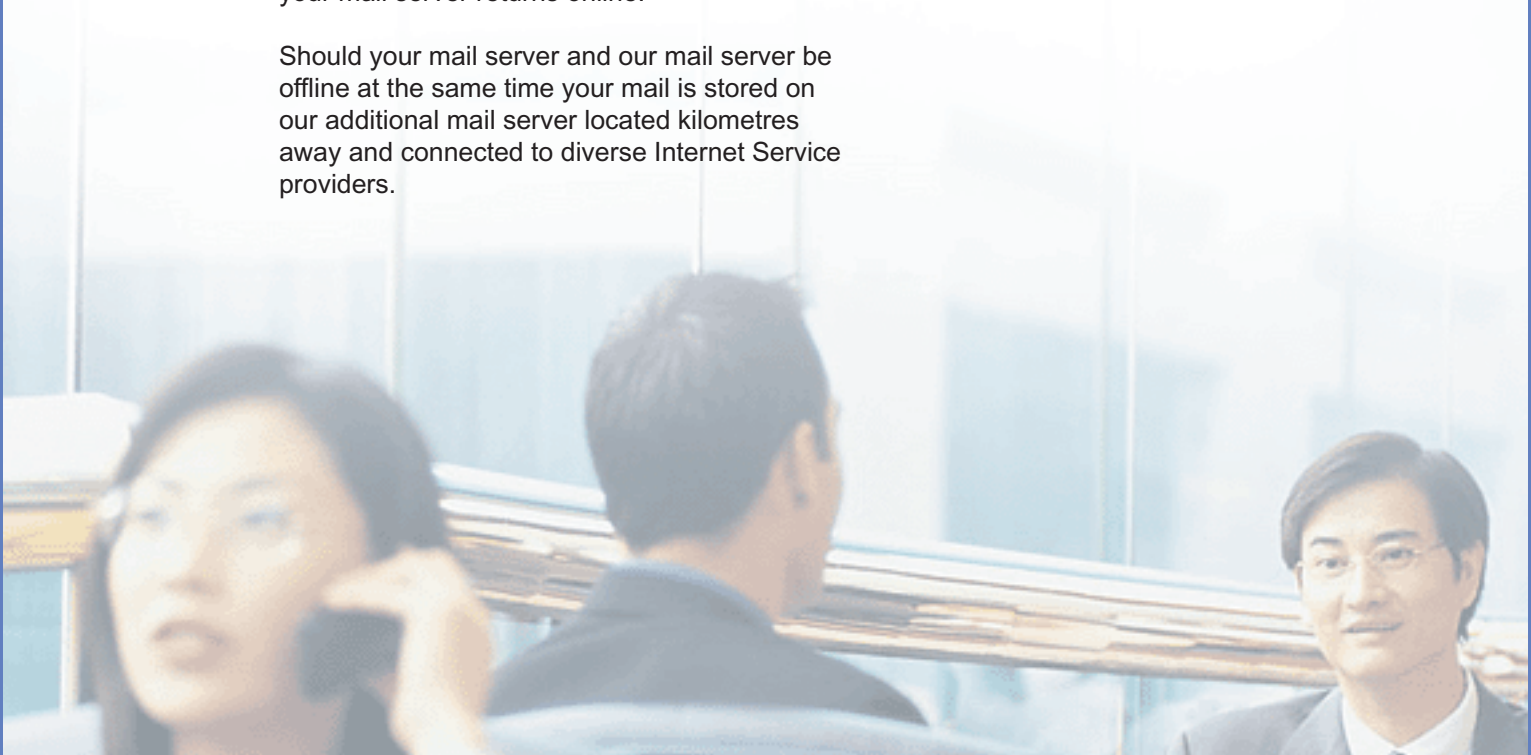
An unnecessarily poor reflection on the quality of your e-communications infrastructure.

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.



Technical Implementation

Once you subscribe to our Backup and Recovery Solution, our engineers will work with you and your IT staff to configure your DNS zone(s). Each DNS zone (domain name) has a MX (mail exchanger) record which specifies which mail server(s) will receive mail for a given domain. Each MX record is given a priority, the lowest being the primary mail server. Mail delivery is first attempted to the lowest numbered priority mail server. If the sending mail server is unable to connect to the lowest numbered priority mail server, it will then attempt to deliver the mail to the second lowest priority mail server and so on. If no mail servers can be reached then mail is bounced back to the sender.

Product description details:					
Email maximum message size limited	50MB	100MB	150MB	200MB	250MB
Monthly maximum storage per domain will be	500MB	1000MB	1500MB	2000MB	2500MB
	RM234/yr	RM468/yr	RM702/yr	RM936/yr	RM1,170/yr

• Anti Virus Features:

- All email that passes through our servers is virus scanned. Any message found to contain a virus is repackaged and emailed as an attachment with the subject and body indicating that the attached message was found to contain a virus.
- Blocking email with certain file attachment types (currently .pif & .scr).

• Anti-Spam Features (Optional):

- Realtime Blocking using several popular RBL's (ORDB.org, Spamhaus.org, etc.) .
- Proprietary heuristic rule blocking.
- Email is only accepted by us when your server is down, defeating "back door spammers" who attempt to jam spam through backup email servers.
- All email is scanned and tagged in the headers if the message is found to be spam, allowing you to further block/route spam mail.

We strongly suggest that we also be your DNS hosting provider for the domain in order for this service to work effectively, as a failure in DNS would also result in a failure for the backup mail server to work!

Building on more than 5 year's experience in business email services and robust world-class data facilities, MailServer.com.my has developed a secure, reliable, scalable and tested email backup and recovery solution that can be easily implemented and effectively managed by any-sized company. From minor system outages to catastrophic damage or complete loss of facilities, businesses can - cost effectively - insure email communication against any corporate disaster.

Don't be fooled by other competitors that charge high fees for backup email services. **Clients will no longer get rejected or undeliverable messages! Critical messages will never be lost!**

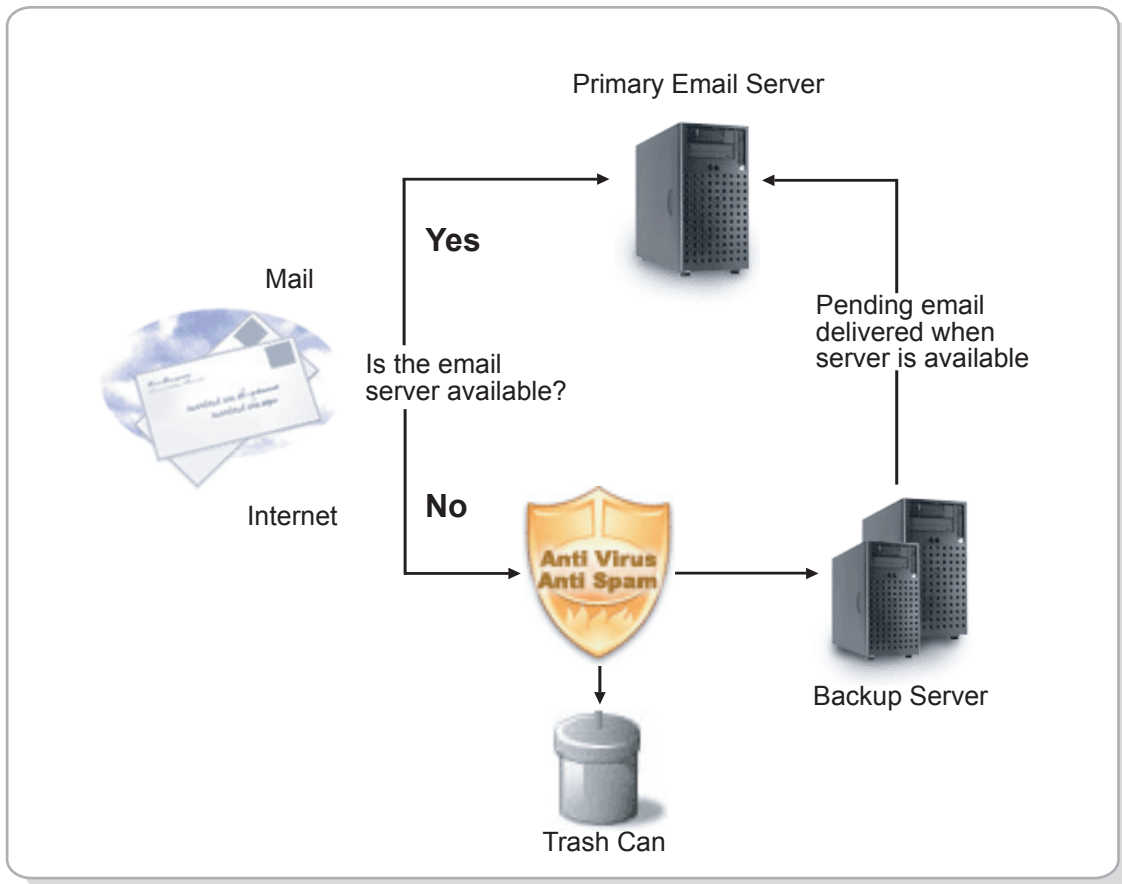
Why MailServer.com.my?

MailServer.com.my's Business Continuity Solutions act as shield for your e-mail messaging infrastructure. Our services enhance your company's network architecture extending the capacities and useful life of your security investment. Moreover ensuring greater functionality and user productivity. MailServer.com.my services provide many advantages and benefits, including:

- 1) No hardware or software to install or fix.
- 2) Seamless implementation in minutes.
- 3) No maintenance required.
- 4) Easy web-based administration.
- 5) Frees up network resources.
- 6) Lowers legal liability.
- 7) Secure global network protection.
- 8) 100% historic uptime.
- 9) 98% spam accuracy.
- 10) Blocks viruses before they enter your network.
- 11) Cost effective, immediate ROI.
- 12) Default mail retention for 7 days.
- 13) Store and full automatic forwarding of mail.
- 14) We provide responsive 24/7 support.
- 15) In even of outage at your site, clients will not be aware of any problem
- 16) Time tested and proven business solution to give you the best protection for the least amount of time, energy and money.
- 17) Two layer backup servers
- 18) Multiple data centers deployment
- 19) FREE SMTP utilisation



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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