




# MAILGUARD LIVE™

## Email Continuity



“  
One in five organisations  
experiences more than one hour of  
unplanned downtime each month.

Osterman Research 2007  
”

## MAILGUARD LIVE™

### Email Continuity

Extended email availability ensures local system or infrastructure interruptions don't compromise email access across your organisation.

#### The Business Challenge

Email has become the primary communications medium for most organisations. It's the communication tool that users can least afford to be without.

Every business is at risk of losing email. System outages can happen when least expected, triggered by software upgrade, hardware failure, data corruption, or service provider events outside an IT Administrator's control. Email downtime of even 30 minutes can have serious ramifications for staff productivity and corporate revenue, which can damage relationships with customers, partners and suppliers.

Because corporate email is in constant use, it must remain continually available. MailGuard Live provides an invaluable insurance policy, guaranteeing business continuity and minimising the financial impact of planned and unplanned email outages. For something as critical as email, it's best to be prepared.

#### Effective Email Continuity 'in the Cloud'

MailGuard Live is an integral part of your business continuity or disaster recovery plan. It offers a fully managed secondary mail system where employees have "always on" mail access to their Inbox in the event of a primary mail server outage.

MailGuard Live automatically queues all sent and received messages from and to an activated domain for a rolling period. When MailGuard detects that your server is unavailable, the queue becomes static, ensuring that no mail is deleted. New and recent mail is then made available via a webmail client and securely queued for delivery to your server as soon as it becomes available.

MailGuard Live service goes beyond traditional email disaster recovery, not only guaranteeing email delivery via queuing, but full email productivity – including sending, receiving, reading and composing emails - in a fully functional email environment and with full access to your personal address book. Staff access to the webmail client is by an authenticated log-in.



## Features

24 x 7 Email Continuity  
Delivering Immediate  
Access to Up to 60 Days'  
Worth of Email

Automatic Queuing of  
Received Messages

Email Filtering

Zero Onsite Software  
or Hardware Footprint.

## Benefits

### Protects Against Lost Productivity

MailGuard Live provides seamless and secure staff access to corporate email. It helps minimise disruption and maintain productivity by working alongside your primary email system and automatically storing recent inbound and outbound email for up to 60 days. As a SaaS delivered solution, MailGuard Live operates independently from your network and via any web-browser, allows access to recent inbound and outbound email in a fully functioning email client. Restoration of all sent and received email data after the outage is seamless with MailGuard Live.

### Outages Invisible to the Public

With automatic queuing of all inbound email, mail never bounces. Primary email system outages are not evident to the outside world. With MailGuard Live giving full continuity, it's business as usual.

### Guard Against Data Leakage and Security Risks

MailGuard protects against data loss or bounced messages during an outage by restoring all messages to the email server. MailGuard Live continues to apply all existing MailGuard anti-spam, anti-virus and filtering policies for inbound and outbound email to maintain stringent email security.

### Achieve the Lowest Total Cost of Ownership

As a MailGuard email filtering client, the cost of deploying and operating MailGuard Live is known upfront with no initial investment required. As your business grows, MailGuard Live can easily protect any number of additional user mailboxes, providing virtually unlimited mailbox size for end-users without adding additional maintenance work for your IT staff. MailGuard Live offers predictable monthly billing to provide the highest level of continuity at the lowest cost.



MailGuard Live offers two levels of continuity service, basic and premium, to suit your business requirements:

FEATURE	BASIC	PREMIUM
Application of MailGuard filtering rules	✓	✓
Continuous capture of inbound email	✓	✓
Retention of inbound email for 'active' domains	1 days	14 days
Retention of inbound email for 'live' domains	7 days	60 days
Continuous capture of outbound email	✓	✓
Retention of outbound email for 'active' domains	1 days	14 days
Retention of outbound email for 'live' domains	7 days	60 days
Continuous collection of address book entries	✓	✓
Retention of address book entries	Unlimited	Unlimited
Access to webmail during a 'server down' event	✓	✓
Access to webmail outside a 'server down' event	×	✓

## MailGuard.

MailGuard is one of the largest providers of SaaS managed online solutions addressing security, compliance and online management, serving thousands of clients across 18 countries.

For more information on MailGuard Live or any other MailGuard service, contact:

### **Sales**

+61 3 9694 4444 or 1300 30 44 30  
sales@mailguard.com.au

### **Technical Support**

1300 30 65 10  
support@mailguard.com.au

### **Head Office**

68-72 York Street, South Melbourne  
Victoria, Australia 3205  
1300 30 44 30 or +61 3 9694 4444  
Fax: +61 3 9011 6110

[www.mailguard.com.au](http://www.mailguard.com.au)

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