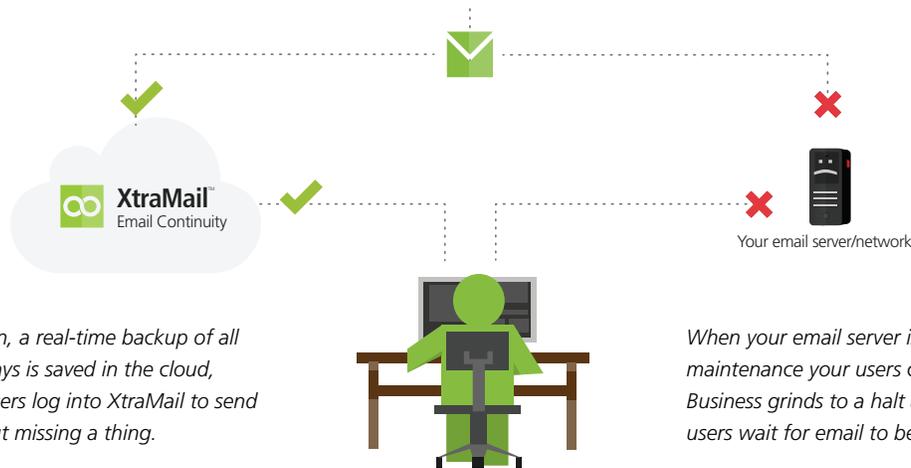


## XtraMail™ Email Continuity

XtraMail is the always-on email service that gives your organization a rock-solid business continuity plan. Keep your team productive and happy by ensuring that their email is always available; even if you experience emergency email server maintenance and outages. XtraMail stores a copy of each message for 30 days on our redundant, geographically dispersed systems. When your systems are down, users log into the webmail portal and continue to email as they normally would.



*With XtraMail standing in, a real-time backup of all email from the last 30 days is saved in the cloud, ready to use. XtraMail users log into XtraMail to send and receive email without missing a thing.*

*When your email server is down for an emergency or maintenance your users can't send or receive email. Business grinds to a halt and productivity is lost while users wait for email to be restored.*

## Everyone benefits from XtraMail

### Individual users

When your email goes down, vital conversations are abruptly cut off. Without a continuity plan, your users have no choice but to sit and wait until email is restored.

#### **XtraMail eliminates downtime**

When an outage occurs, your users will have uninterrupted access to their email with the ability to send, receive and delete messages from the same address they always use.

### IT operations staff

Email outages often put herculean pressure on IT staff to restore email as soon as possible. This can result in "quick fixes" that don't properly address the root cause of the outage.

#### **XtraMail lets IT staff focus**

Without the added pressure of email communications being down, IT staff are free to address issues thoroughly. A job done right reduces the chance that such an outage will occur again.

### Administrators

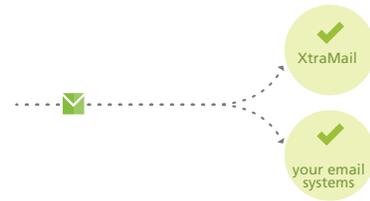
Administrators become swamped by grumbling and complaining when email is not working, and often the cause of the issue is not something that they are able to personally fix.

#### **XtraMail eases admin burdens**

Complaints from users who are unable to email during an outage become a thing of the past. Webmail is straightforward to use, so there's practically no need for user training.

## How does XtraMail work?

If your primary email systems are functioning properly, XtraMail will copy each message that's delivered to (or sent by) you and store it for 30 days. No message latency is incurred during this process.



When you have an email outage, you don't have to login to enable anything or contact tech support. XtraMail is always accessible, so the productivity of your organization never goes down. Your staff keeps working while your business continues to function efficiently.

While your systems are down, your users simply access the webmail portal from desktop or mobile devices to keep sending and receiving email at the same address they normally would. Because messages won't bounce, your contacts will never know your regular email systems aren't working properly.



Once your email systems are restored, XtraMail will automatically forward messages which were received during your outage to your primary email systems, so your users' inbox in their email client stays current.

## ***Fast deployment, simple to manage, always on***

When you start using XtraMail, all that's needed is for you to change your corporate domain MX records to point to our servers. When your email traffic is routed through us, our systems will know that XtraMail is enabled for your organization and will handle the redirection and message backups through XtraMail automatically. All email will be automatically retained for 30 days.

To get your users up and running with XtraMail quickly, all you need to do is create a password for them and give them the URL to login at our secure webmail portal. There they can then login to send and receive email from any web browser any time... even if your email systems are working properly. Once XtraMail is enabled, there's nothing to activate during an outage. XtraMail is always working behind the scenes to ensure the continuity of your email.

## More than just continuity

Our full suite of cloud-based email services provide more than just continuity. Before a message is copied and passed on to XtraMail and your email systems, it first must go through our **CloudFilter™ email security** systems. CloudFilter carefully scans each message and quarantines messages which fail spam, phishing, virus, and other malware tests. Only the good messages are allowed through.



## Benefits of XtraMail

- ✓ Uninterrupted access to live email anytime
- ✓ Access messages for up to 30 days
- ✓ Secure, geographically dispersed data centers
- ✓ All inbound email scanned for spam and malware threats
- ✓ No additional hardware or software required
- ✓ No action needed to invoke service during a system outage (always on)
- ✓ Effortless scalability
- ✓ Protects against on-site disasters
- ✓ Safe-guards user productivity

