



PREDICT · PROTECT · PERFORM

# Product Overview

## Neverfail for Lotus® Domino® Keeping your Information Flowing 24x7

Business stops when email dies. Deadlines are missed, orders are not processed, communication halts – the organization's reputation, financial performance and ultimately, business success are at stake.

Lotus® Domino® is at the center of your communication and collaboration strategy. It is the key to keeping your lines of communication open. How much does it cost your organization in lost productivity and revenue when Domino is down?

With Neverfail for Lotus® Domino®, email downtime will become a thing of the past. Designed from the ground up to keep email flowing, it doesn't matter whether the outage is caused by a hardware failure, a planned storage upgrade or even a natural disaster. Our award winning approach will keep users connected to their email. Continuous availability of Domino will ensure your email flows 24x7.

### No Downtime, No Data Loss

Email is so important to your organization that any issue with Domino requires quick resolution. A storage failure which brings down Domino and requires a server rebuild from backup media is a major issue. At best, the impact is lost productivity and downtime of several hours, and at worst, it is lost email and downtime for several days. Losing email can have severe consequences. Losing orders and business inquiries is bad enough; losing documents and email trails required for compliance takes the impact to another level.

It is not just hardware failure that takes down Domino. It is planned maintenance such as, a server room upgrade, user configuration errors, an overload caused by spam prevention software, or even a genuine disaster. In any case, Neverfail for Lotus Domino will detect the issue and keep email flowing.

### Keeping Users Connected

It is common that the first indication of an issue with Domino is when users complain. By this time, productivity has already been impacted. Even a minor outage can impact users long after the situation is resolved since Domino will need to be restarted.

Only Neverfail delivers a solution designed from the ground up to keep users working through any type of IT outage.

## Neverfail Benefits

- Keep email flowing without interruption
- Avoid planned and unplanned downtime
- Protect against hardware and configuration failures
- Deliver Disaster Recovery and Business Continuity
- Fail over in less than two minutes
- Fail back with no email interruption
- Self configuration without scripting
- Automated monitoring for improved reliability
- Requires no SAN or Cluster technology
- Supports LAN and WAN deployments
- Rapid implementation
- Monitor Integral Exchange Server Component
- Part of Neverfail end-to-end collaboration protection suite

Neverfail's state-of-the art replication technology ensures there is always a complete, consistent and up-to-date copy of the Domino application available on a secondary server. If anything goes wrong, applications and users are seamlessly connected -- without interruption -- to the secondary server.

Business continues.

### Built-in Reliability

The impact of a Domino outage can encompass the entire organization. Therefore, it is important to take steps to prevent it from failing in the first place. Neverfail provides predictive technology that can be used to carry out periodic health checks or continuously monitor the state of Domino, the underlying server and the network. Neverfail SCOPE (Server Check, Optimization, and Performance Evaluation) is designed to evaluate the stability and reliability of the hardware, software, network and configuration that underpins Domino. SCOPE allows you to be confident that you have the best practice in place to avoid outages wherever possible.

When Neverfail detects a condition that is likely to result in an outage, such as a Domino service failing or an SMTP queue length exceeding recommended limits, the software can take a variety of preemptive measures to fix the source of the problem (such as attempting to restart a service).

### No Recovery Required

Delivering continuous availability means there is no time to rely on traditional backup/recovery techniques, or even continuous data protection. Traditional protection strategies will require a recovery, databases will need to be rebuilt, configurations checked and users notified of the outage. Companies today cannot afford downtime of business-critical applications such as Domino.

Neverfail maintains a complete, consistent and up-to-date copy of Domino and its configuration. This is more than just a copy of the data. Neverfail provides a complete, ready-to-go clone of the server, including any configuration changes that may have been applied since the Domino server was first installed.

If there is an availability threat, an administrator can fail over from the primary to the secondary server at the click of a button, or Neverfail can automate the whole process based on user-defined criteria. Administrators with limited knowledge of a Domino installation can easily fail over using best practice knowledge already embedded into Neverfail's product architecture.

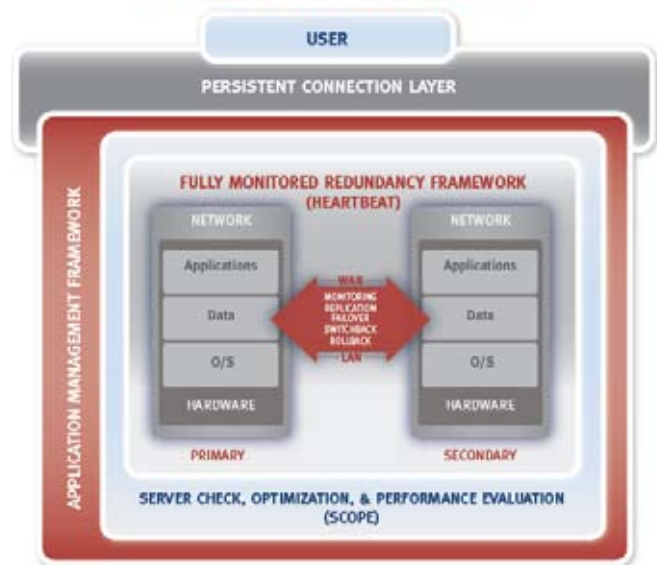
### Hurricane, Flood, Fire – Business Continues

Keeping your business running through natural and man-made disasters can literally be a matter of life or death. The ability to send email can be even more important in this situation. That's why the Neverfail architecture is designed to allow remote deployment of the secondary server. Neverfail's secondary server can be located in the same room, the same building or in a different part of the world. To further simplify the process, Neverfail makes sure the WAN doesn't get in the way by using compression to optimize replication, even when bandwidth is an issue and data volumes need to be reduced.

### Protection Out-Of-The-Box

Embedded within Neverfail for Lotus Domino is all the knowledge to make continuous availability a reality. Data locations,

### NEVERFAIL SCHEMATIC OVERVIEW



registry entries and databases are all cloned automatically. Failure detection is embedded. Complex fail over processes are a thing of the past.

### Protecting the Messaging Platform

Although Domino is the most important component, it forms only part of the messaging platform. Alongside the protection of the Domino server, it is vital that the anti-spam and anti-virus solutions are protected, as well as mobile messaging software such as RIM's BlackBerry® Enterprise Server. If any of these components fail the impact is the same. Productivity dies, decisions are not made, business stops.

This is why the same Neverfail architecture provides continuous availability for BlackBerry® Enterprise Server, SharePoint®, SQL Server®, IIS®, IBM® Lotus® Domino®, Captaris RightFax®, File Server® and a large number of anti-virus and anti-spam solutions.

With Neverfail, businesses can rely on their Domino server implementation.



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