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Managed Continuity Services

Azaleos Managed Continuity Services deliver instantaneous business continuity (BC) capabilities for immediate back-up email services. If an outage occurs, users can continue sending and receiving email using Outlook. We can also add support for complete dual-site disaster recovery (DR) capabilities.

Why This Service Is Important

Natural, accidental, malicious or otherwise, disasters happen. Without a redundant system in place, a company could lose its email service when they need it most. Not only is uninterrupted email service important to daily business productivity, it's also the single most effective way to expedite the recovery of a company post-disaster. Most companies cannot afford loss of business-critical data housed in Exchange. Gartner Group recently published a study stating that "during the next several years, 99.9% uptime (max of 45 minutes of downtime per month) will become mandatory" in all businesses.

How It Works

Azaleos Managed Continuity Services support instantaneous business continuity capabilities providing immediate back-up email services. If an outage occurs, users can continue sending and receiving email using Outlook. As an add-on option, we can also provide support for complete dual-site disaster recovery capabilities. This detailed DR service includes regular log shipping between primary and secondary sites, allowing for trouble-free mail store restoration to minimize the impact on employee productivity.

Key Features

- **High reliability and availability:** 24x7 break-fix solution, delivers 100% messaging functionality within 1-2 minutes of service interruption.
- **Full Outlook Experience:** Employees will be able to experience the full Outlook UI working off of the secondary site, goes far beyond the "dial-tone-only" experience of many business continuity services.
- **Business Continuity as a service:** Continuous data protection delivers always-on services and transactional data for near-zero data loss.
- **Quick activation:** Activates within a minute making outages invisible to employees and the outside world.
- **Security:** Service is underpinned by state-of-the-art encryption technologies and Active Directory authentication.
- **Rapid Recovery:** Service provides the ability to prioritize the order in which mailboxes, servers, locations or storage groups are synchronized back, as all e-mails move back to the e-mail server.
- **Detailed SLAs:** Azaleos underwrites the success of the system with a detailed set of SLAs guaranteeing the entire business continuity system and process.
- **Disaster Recovery:** Add-on delivers all-in-one solution, supporting continuous availability, data protection, disaster recovery, business continuity, and recovery management.
- **On-Premise:** Just as with your primary Exchange site, your back-up DR site will be housed at the secondary location of your choice.
- **Full Monitoring and Management of DR Site:** Azaleos services extend to the DR site for full monitoring and management of the backup Exchange Servers and related systems.
- **Recovery Time Objectives:** Azaleos leverages industry-leading storage solutions to provide snapshot-level recovery augmented by log file replay, which yields the most optimal recovery times.
- **Catastrophe Mode:** Ability to run in long term failure mode if necessary (i.e. Katrina case).
- **Leverages new Exchange SCR technology:** BC services can utilize the new Standby Continuous Replication technology in Exchange 2007 and 2010 to allow for scripted, one-to-many or many-to-one failover/business continuity processes.
- **Tailored Fit:** Each solution is customized to meet a customer's specific business continuity and disaster recovery objectives.
- **Simplified Disaster Recovery:** Azaleos is able to also offer a Tier 1 disaster recovery solution which decreases the amount of hardware required on the DR site and simplifies testing and deployment.

