



BCS GoServices Managed Email Availability

Key Benefits

Remote services monitor and keep Microsoft Exchange systems available to your business through local failures and large site or regional disasters

Keep Outlook users operational through planned and unplanned downtime events

Continue email services to the entire communications ecosystem that depends on Microsoft Exchange systems, including mobile, handheld, messaging and archive systems

Reduce the burden on your local IT teams when disaster strikes

Perform planned maintenance on Microsoft Exchange systems and infrastructure with no downtime

End the practice of performing systems upgrades on weekends or holidays, reducing overtime costs and IT burden

Automate and simplify disaster recovery walk-through and system tests with one-click test/failback and no end-user disruption

Put a safety net under your email data with in-line detection of any logical corruption in the data stream as it is replicated in real-time to support failover

Avoid backup of incoherent data

Ensure efficient Microsoft Exchange performance—no agents nor software required on the Exchange systems themselves

Microsoft® Exchange 2003 or 2007 are mission-critical systems supporting essential business communications among the employees within an organization, their partners and customers. In fact, according to Gartner, 80% of executives now believe that email communications are more valuable than phone communications. A busy email system requires frequent maintenance and can fail at any time; planned and unplanned downtime disrupts business and cannot be tolerated by most organizations. Fast recovery from site and regional disasters is also a priority for email systems, which are often among the most complex and time-consuming to resume or rebuild at remote sites.

Downtime is not an option, but resources and budgets are limited. What can you do to eliminate email downtime through planned maintenance, system failures and virus attacks—and plan for rapid disaster recovery—that will simplify IT operations?

BCS GoServices Managed Email Availability Service powered by Teneros™ SaaS offers email availability without adding burden to your IT operations. Select remote services to manage local High Availability of Microsoft Exchange systems through planned and unplanned downtime, to ensure that your business users have undisrupted and continuous access to their email communications. Select remote services to handle Disaster Recovery relocation of email operations to Teneros' managed Network Operations Center (NOC) location, to ensure rapid recovery of email communications through site shut-downs, fires, and natural disasters affecting entire regions.

Used separately or in combination, High Availability and Disaster Recovery services for Microsoft Exchange systems keep your business communications available while reducing the burden on your IT team and infrastructure.

Keep Email Systems Available Through Planned and Unplanned Local Disruptions

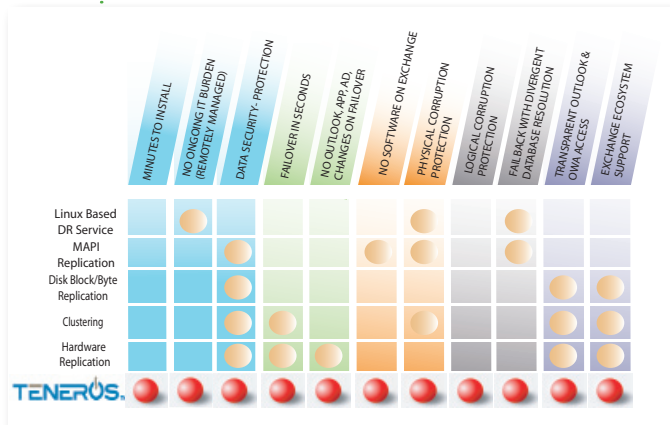
Computing systems and infrastructure can fail at any time: networks go down, disks fail, systems crash, and data becomes corrupted through virus attack. Even more frequently, required maintenance to email systems and infrastructure requires those systems to be down and disrupts business use.

BCS GoServices Managed Email Availability service provides you with a simple-to-deploy appliance from Teneros which drops into your network easily. This appliance provides local replication of Microsoft Exchange email and rapid failover recovery of Exchange services. Remotely monitored and managed by our Exchange experts, you are assured of non-stop access to email communications for your business users. When failures occur, Exchange services are switched to our standby appliance. We also work with your IT team to provide proactive availability through planned maintenance.

Simplify and Speed Recovery of Email Systems Following Site and Regional Disasters

Most of the time, organizations rotate data on tape to offsite storage facilities to protect it during a disaster. This is completely insufficient, however, for restoring the availability of email communications when datacenter locations shut down, become inaccessible or are damaged by fire, flood, hurricane, tornado, earthquake or attack. The process required to rebuild email systems, and restore data

The BCS GoServices solution based on Teneros SaaS offers better availability for Microsoft Exchange without adding complexity and burden to your IT operations



your Exchange systems. Remote replication of Exchange data moves it off-site in real-time as it is created, to ensure recovery of email up to the moment that the disaster occurred. In the event of disaster, our systems are immediately available to serve your business users with email communications. Your business users may not even know that a disaster has occurred.

In addition to rapid recovery following disaster, the Disaster Recovery service supports your tests and walk-through practice of disaster recovery procedures. One-click test functionality simplifies the process and makes it fast and easy to verify your plan. You can also proactively relocate operations to our NOC site, when you know a disaster is coming. One-click failover and failback makes proactive relocation of email services simple and easy to accomplish.

With BCS GoServices Managed Email Availability service powered by Teneros, you can avoid disruption by relocating in advance of the disaster, rapidly restore services during the disaster, and get back to business as usual when the disaster has passed.

Make the Costs of Email Availability Predictable and Manageable

BCS GoServices by Teneros provides non-stop email uptime for a low monthly fee per mailbox. Our remote management service is included in the fee, for constant monitoring and proactive recovery when you need it. We supply you with our Teneros continuity appliance and install it within minutes; there is no additional software or agents to install anywhere on your network, nor changes to make in your configuration or infrastructure.

As your email system grows, you can easily put more systems and mailboxes under BCS GoServices remote management using the same local appliance and remote NOC facility. Any maintenance and updates on the Teneros appliance are managed remotely, all as part of the service

and network communications can take days and weeks. This delay and disruption literally risks putting a company out of business.

To guard against email disruption from site outages and disasters, BCS GoServices Managed Email Availability service offers remote relocation of your email operations to Teneros' NOC facility. We leverage the same Teneros appliance you may be using for local High Availability of

King Research reports:

- 93% of companies that suffered a loss of their datacenter for 10 days or more due to disaster, filed for bankruptcy within one year of the disaster
- 50% of companies that found themselves without data management for this same period filed for bankruptcy immediately



About Business Communication Systems

Business Communication Systems (BCS) offers innovative, customer-driven hardware/infrastructure solutions and services. BCS customers recognize us for our ability to deliver results, with advanced, high performing, cost effective, technology solutions. We partner only with the industry's leading companies to deliver the best hardware and software solutions at the most cost-effective price. These partners combined with our own extensive technical expertise, ensure that you receive high-quality products with top-notch service and support.

BCS GoServices™ offerings use service automation to speed your business by reducing the burden of asset management for every type of asset, at every phase in its lifecycle from procurement to retirement. Select from Assessment, Data, Managed, and Lifecycle services to accelerate your business.

About Teneros

Teneros' mission is to end email downtime for mid-market companies. To achieve this mission, Teneros has pioneered a new product category that assures application and data continuity for the email communications fueling these corporations worldwide—The Teneros Application Continuity Appliance™. Teneros is the market leader in supplying the mid-market with email continuity appliances and services.

www.teneros.com

To schedule a BCS GoServices Managed Email Continuity Consultation and to inquire about any of the BCS GoServices offerings, please contact your BCS representative or inquire with our team at www.yourbcs.com



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