



PREDICT · PROTECT · PERFORM

Product Overview

Neverfail for BlackBerry

Keeping your Mobile Workers Productive 24x7

Senior executives, roadwarriors and knowledge workers rely on their BlackBerry to help them make the right decision, at the right time. This means their BlackBerry keeps the information flowing whether they are at the airport, in the car, taking a break while at a meeting or during a host of other mundane and unimaginable activities.

Uninterrupted access to email and corporate information makes the difference between success or failure. Productivity, financial performance and protecting corporate reputation are all reasons to use a BlackBerry.

Keeping lines of communication open is mission-critical to all types of organizations. Nothing less than continuous availability is acceptable for BlackBerry users. This means protecting the end-to-end infrastructure 24x7. Business disruption can not happen for any reason including natural disasters, hardware failures, configuration errors, planned upgrades or any other source of outage.

Avoiding A Single Point of Failure

All email and information flowing through a BlackBerry relies on the BlackBerry Enterprise Server (BES). But what happens when the BES server fails? What happens when the server needs to be shut down for maintenance? What happens when there is an unplanned outage? In short, business stops.

The BlackBerry Enterprise Server is the vital link between corporate email and information systems, and the BlackBerry devices themselves. The BES also can be a single point of failure in that link. The ROI of a BlackBerry deployment hinges on providing immediate access to information, the ability to make timely decisions and the opportunity to turn dead time into productive time. However if the BES fails, the ROI of the deployment drastically diminishes.

Keeping in mind that all email and data go through the BES, it is critical to deliver 24x7 availability to achieve high levels of productivity.

Neverfail Benefits

- ▶ Keep users connected 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 service interruption
- ▶ Self configuration with no scripting
- ▶ Automated monitoring for improved reliability
- ▶ Protects against SRP lockout
- ▶ Requires no SAN or Cluster technology
- ▶ Supports LAN and WAN deployments
- ▶ Rapid implementation
- ▶ Monitor inside the BlackBerry Enterprise Server
- ▶ Part of Neverfail end-to-end email protection suite

Keeping Users Connected

Too often IT systems fail to keep users connected to working applications. Generic high availability systems can't keep users continuously connected, and require log-in following an outage.

Only Neverfail delivers a solution designed from the ground up to keep BlackBerry users working through any type of IT outage. Neverfail's state-of-the art replication technology ensures there is always a complete, consistent and up to date copy of the BES available on a secondary server. If anything goes wrong, users are moved seamlessly -- without interruption -- to the secondary server, and work continues. Our persistent connection layer means device re-initialization is not required and users keep working without any delay.

Business continues.

Built-in Reliability

With BES being a potential single point of failure, 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 the BES. 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 the BES server. SCOPE allows you to be confident that you have the best practice in place to avoid outages wherever possible.

When Neverfail detects an IT condition that is likely to result in an outage, the software can take a variety of pre-emptive 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, users notified of the outage. Today, companies can not afford to have downtime with their business critical applications.

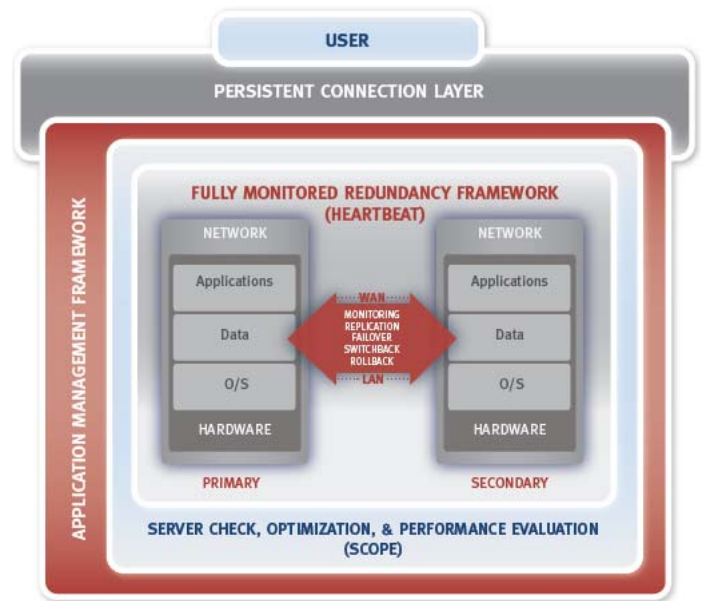
Neverfail maintains a complete, consistent and up-to-date copy of the BES. This is more than just a copy of the data. Neverfail provides a complete, ready-to-go clone of the BES server, including any configuration changes that may have been applied since the BES was first installed.

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 BES can easily fail over due to 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. BlackBerry access 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

NEVERFAIL SCHEMATIC OVERVIEW



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 BlackBerry is all the knowledge to make continuous availability a reality. Data locations, registry entries and databases are all cloned automatically. Failure detection is embedded. Complex fail over processes are a thing of the past.

Protecting the Email and Application Servers

Although the BlackBerry is the end-user focal point, it is nothing more than an expensive phone without a reliable infrastructure platform to deliver the information. Providing continuous availability of the BES is important, but if the email and application servers fail, then the impact is the same. Productivity dies, decisions are not taken, business stops.

This is why the same Neverfail architecture provides continuous availability for Microsoft Exchange® and Lotus Domino®. Neverfail also provides continuous availability for SharePoint®, SQL Server®, IIS® and File Server®.

With Neverfail, users can rely on their BlackBerry.



WWW.NEVERFAILGROUP.COM
PREDICT · PROTECT · PERFORM

North America
T: 512-327-5777
Email: info@us.neverfailgroup.com

Europe
T: +44 (0) 870 777 1500
Email: info@neverfailgroup.com

