

E-mail has evolved into a mission critical and primary communication channel for a majority of organizations today. In addition, organizations of all sizes and within all vertical markets are increasingly focused on utilizing automated and sophisticated communication technologies to disseminate critical and time-sensitive information. Business e-mail communications, however, are highly vulnerable to threats ranging from technical issues to security breaches and physical disasters.

As part of its Messaging and Collaboration suite of services, SunGard offers E-mail Availability Services to address that vulnerability. E-mail Availability Services are a standby e-mail system built on secure, open-source (Message Transfer Agent) technology, database and standard Web components. E-mail Availability Services provide instant, transparent failover of enterprise e-mail activity should a disaster incapacitate either a portion or the entirety of an organization’s e-mail capabilities and infrastructure. E-mail Availability Services are designed for temporary use during normal e-mail system maintenance or unplanned outages of your primary e-mail system. E-mail Availability Services are not “always on”, rather the system is activated when required by a user via the toll-free hotline or the web console.

SunGard provides customers with access to the EAS web browser, Microsoft Outlook®, or via Blackberry® wireless devices, allowing users the ability to communicate from anywhere, at anytime. Key e-mail components, including Global Address Lists (GALs), Distribution Lists, and calendar entries are replicated to the EAS infrastructure. A capability of E-mail Availability Services known as ActiveMailbox provides subscribers with the ability to designate storage of historical e-mail to be available at the time of activation.

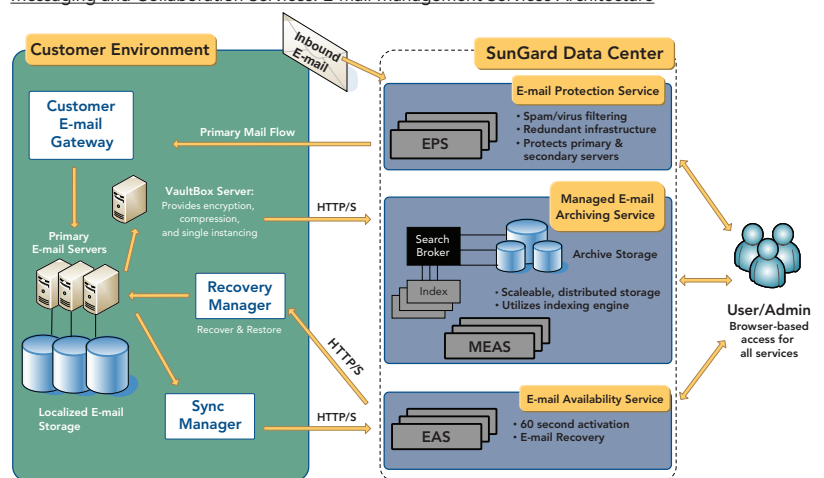
Key features and benefits of this service include:

- Minimize vulnerability for e-mail environments
- Simple activation for use during maintenance periods, hardware upgrades, and unplanned outages
- An optional ability to store historical e-mails and make them available for viewing following activation
- Lower Total Cost of Ownership — Quick deployment of the solution reduces risk. No dedicated staff is required for EAS and you can easily administer the service from a single web console

How it works

Once installed, EAS automatically synchronizes your system’s corporate directories, user accounts, contacts, calendars, and distribution lists to the SunGard infrastructure. When needed, within minutes, employees and business partners can securely access e-mail and other tools via a standard web browser. First, the mail exchange (mx) records are re-directed to SunGard. Then the e-mail server — including user information — is synchronized with the SunGard EAS infrastructure. When needed, the EAS system is activated by you via the toll-free hotline or web console.

Messaging and Collaboration Services: E-mail Management Services Architecture



Once activated, end-users can access the system via a web browser to send and receive e-mail. When you are ready to recover, EAS can be redirected to recover all e-mails back to your primary e-mail system. There is an option to use the built-in alerting feature to send a text based message to a pager or alternate e-mail address to send a notification to a wide array of devices. Once you have recovered, SunGard’s EAS service automatically transfers all sent and received e-mail back to your primary system.

The E-mail Availability Services offering includes regular “test” activations of EAS continuity to assist you with planning and preparedness in the event of an unanticipated outage of your primary e-mail system. Customers are asked to test activations upon implementation. If you want to request additional “test” activations you can do so by calling the SunGard Services Desk to arrange the test. The SunGard EAS Service Desk is 866.563.6245.

In addition to e-mail continuity, E-mail Availability Services include the following features:

- **Windows Authentication** — integrated sign on
- **Outlook Extention** — ability to provide an integrated Microsoft Outlook experience with certain versions of Microsoft Outlook
- **ActiveMailbox** — ability to designate storage of historical e-mail to be available at the time of activation. This feature is included; you just contract for the amount of storage needed



<p>SunGard manages the installation, configuration, and works with you to test your Managed E-mail Availability Service.</p> <ul style="list-style-type: none"> • Software Installation — SunGard installs e-mail management software and configures customer on the SunGard EAS infrastructure • Deployment — Quick deployment (in as little as a day) and near zero maintenance. You will receive a welcome e-mail with a request for provisioning information • On-boarding — SunGard will provide information to you for data management and training to review the functionalities of the administrative console 	<p>Should any type of event occur with your primary e-mail system, EAS can be activated by you via the web browser and SunGard software interface.</p> <p>E-mail Availability provides an optional feature, called Active Mailbox, to store historical e-mails and make them available for viewing following activation</p> <p>You maintain administrative control, allowing you to manage your e-mail availability</p> <p>SunGard encourages you to perform “test” activations to assist with planning and preparing for an unplanned event</p>	<p>SunGard will assist you in resolving issues related to system configuration including troubleshooting, diagnosis and resolution.</p> <ul style="list-style-type: none"> • Diagnosis — SunGard personnel will diagnose the root cause of your issue • Resolution — SunGard will assist customers in resolving E-mail Availability Service issues 	<p>Software patching is an important and valuable part of SunGard managed services. Software updates are performed automatically and are seamless to the customer.</p>
<p>Supported Application:</p> <ul style="list-style-type: none"> • Managed E-mail Availability Service 	<p>Services Prerequisites:</p> <ul style="list-style-type: none"> • Microsoft Exchange® • Lotus Notes® • Network Bandwidth 	<p>Complementary Managed Services:</p> <ul style="list-style-type: none"> • Managed Exchange • Managed E-mail Archive Services • E-mail Protection Services 	<p>Complementary Consulting Services:</p> <ul style="list-style-type: none"> • Consulting Services

About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 10,000 customers in North America and Europe.

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