



PREDICT · PROTECT · PERFORM

Product Overview

Neverfail for Captaris RightFax Server Keeping your Information Flowing 24x7

With all fax activity dependent on RightFax Server, it's important to understand the implications of failure. What happens when the RightFax 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 RightFax Server is the vital link between corporate email, enterprise applications and customers, partners and suppliers. With compliance and regulatory implications, as well as business disruption, keeping faxes flowing 24x7 has to be the goal.

The benefits of fax automation are clear, so loss of the facility has severe cost and productivity implications. It is simply not an option to revert to manual operation. Employing the Neverfail high availability, disaster recovery and data protection solution will ensure you have no single point of failure.

Keeping Business Connected

Too often the distributed nature of IT systems results in business disruption at many levels. For example, the reconfiguration after failure may result in disconnects between users, applications and the server unless systems are rebooted or users re-connect. In many cases the disconnect isn't found until users complain.

Only Neverfail delivers a solution designed from the ground up to keep 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 RightFax Server available on a secondary server. If anything goes wrong, applications and users are seamlessly connected -- without interruption -- to the secondary server, while our persistent connection layer means applications and users continue working without any delay.

Business continues.

Neverfail Benefits

- ▶ Keep faxes 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 fax service interruption
- ▶ Self configuration with no scripting
- ▶ Automated monitoring for improved reliability
- ▶ Requires no SAN or Cluster technology
- ▶ Supports LAN and WAN deployments
- ▶ Rapid implementation
- ▶ Monitor RightFax Server Components
- ▶ Part of Neverfail's end-to-end collaboration protection suite

Built-in Reliability

With RightFax Server 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 server. 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 fax service. 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 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, users notified of the outage. Today's companies can not afford to have downtime of their business critical applications.

Neverfail maintains a complete, consistent and up-to-date copy of the RightFax databases and 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 RightFax 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 RightFax installation can easily fail over using best practice knowledge already embedded into Neverfail's product architecture.

Hurricane, Flood, Fire - Business Continues

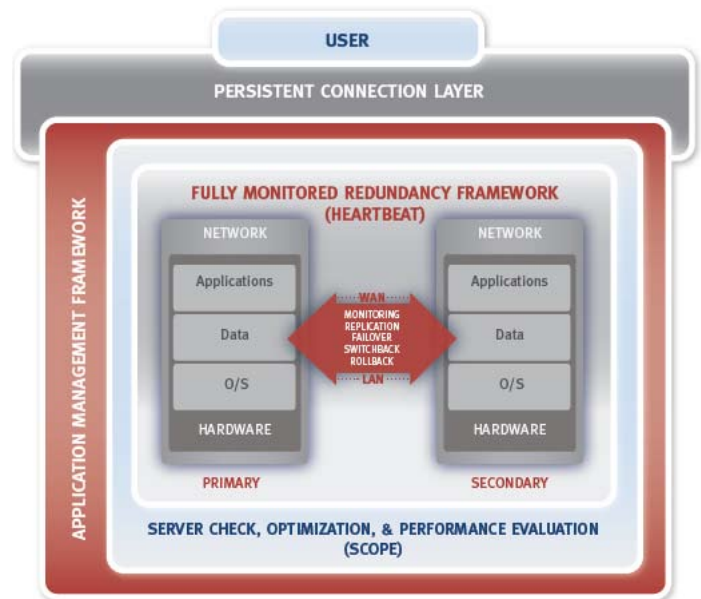
Keeping your business running through natural and man-made disasters can literally be a matter of life or death. The ability to send faxes can be even more important in this situation. That's why the Neverfail architecture is designed to allow remote deployment of the secondary server. Neverfail's secondary 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 RightFax Server 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.



NEVERFAIL SCHEMATIC OVERVIEW



Protecting the Email and Application Servers

Although the fax service is an important component, it forms only part of the communication strategy. It integrates with email, provides transport for external communications and feeds corporate applications. Without continuous availability of email, databases and internet applications the ability to send and receive faxes is irrelevant.

If servers fail 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 BlackBerry Enterprise Server, SharePoint®, SQL Server®, IIS® and File Server®. With Neverfail, business can rely on their RightFax Server implementation.

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