

Neverfail Product Feature Set



**Continuous
Availability** for
Mission-Critical Applications

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PREDICT · PROTECT · PERFORM

Continuous Availability for Mission-Critical Applications

Designed to avoid business downtime, Neverfail's Continuous Availability Suite keeps end users constantly connected to their mission critical applications despite IT outages. By replicating, monitoring and managing data as well as protecting the entire IT ecosystem on which it sits, Neverfail provides robust high availability and disaster recovery solutions.

Neverfail enables disaster recovery and business continuity irrespective of the type of IT outage – be it data loss / corruption; server, application or network failure; application performance degradation or even a complete site outage. Further, Neverfail solutions ensure continuous user access to critical applications during IT activities that require planned downtime such as migrations, upgrades, maintenance and server consolidation / virtualization efforts.

In today's 24x7 enterprise, there is no time to rely upon traditional backup/recovery techniques. By definition, traditional data protection strategies will require a recovery period; databases will need to be rebuilt, configurations checked, users notified of the outage, and so on. Recovery can take hours or worse yet, stretch into days. Other solutions rely on single points of failure. SAN and Cluster technologies may give a degree of confidence, but what happens when they fail or a true disaster hits? They are localized solutions to a problem that needs a remotely enabled Disaster Recovery solution.

By contrast, Neverfail's Continuous Availability Suite, through our active/passive shared nothing architecture, prevents the disruption of normal business processes so end-users simply continue to operate productively as if no outage has occurred.

Neverfail protects the following mission critical applications

- ▶ VMware Virtual Center 2.5, 2.0
- ▶ Microsoft® Exchange Server 2007, 2003, 2000 standard and enterprise
- ▶ Microsoft® Office SharePoint Server 2007, 2003, WSS 3.0, 2.0
- ▶ BlackBerry® Enterprise Server for Exchange & Domino 4.1, 4.0
- ▶ Microsoft® SQL Server 2005, 2000
- ▶ Microsoft® Fileserver Windows Server 2003, 2000
- ▶ Microsoft® IIS 6.0, 5.0
- ▶ Lotus® Domino 7.0, 6.5, 6.0
- ▶ Captaris® RightFax 9.3, 9.0

Neverfail also protects the following applications

- ▶ McAfee® GroupShield for Exchange 6.0.3, 6.0.2, 6.0.1
- ▶ Microsoft® Antigen for Exchange 9.0
- ▶ Sophos® PureMessage for Exchange 2.6, 2.5
- ▶ Sybari® Antigen for Exchange 8.0, 7.5
- ▶ Forefront® Security for Exchange 1.0
- ▶ Symantec® Mail Security 5.0, 4.6
- ▶ Symantec® Info Foundation Mail Security 6.0
- ▶ MobileMonitor® Agent 2.0
- ▶ Trend® ScanMail 8.0, 7.0, 6.2
- ▶ RightFax® Connector 9.0
- ▶ eTrust® EZ Antivirus 7.1
- ▶ GFI® Mail Essentials 12.0, 10.0
- ▶ McAfee® GroupShield for Domino 5.3
- ▶ Client® Profiles 8.0, 7.0

“Financial deals require consistently reliable email technology. Neverfail gives us the technology we need for constant email communication.”

Amar Persaud , Vice President of IT Operations
CharterMac - (NYSE: CHC) is one of the nation's leading full-service real estate finance companies

“ Neverfail's degree of integration with the BlackBerry mail server and the ability to have the service failover between our two sites made this solution the clear favourite. Now we have a complete business continuity suite in place and we can bring up the failover server straight away in the event of any problem. Removing the overhead costs of keeping a system available to our users means that the Neverfail installation has already paid for itself.”

Nizam Ali, IT Consultant, Arup - a global engineering consultancy regularly Undertaking high profile projects including London Heathrow Terminal 5, as well as the 2008 Olympic Games.

Neverfail's Continuous Availability Suite – Product Features and Functionality

High Availability and Disaster Recovery for mission-critical applications requires all of the following or the HA/DR solution is incomplete and business downtime is at risk

PREDICT ISSUES AND CORRECT THEM BEFORE THEY HAVE IMPACT –

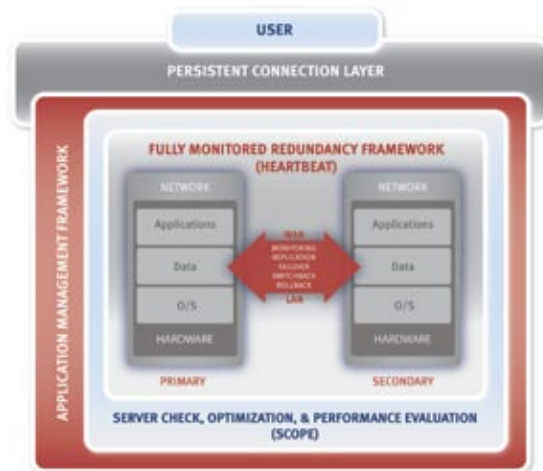
Any application can be a potential single point of failure, so it is important to take steps to prevent them from failing in the first place. Neverfail provides predictive technology that continually checks the health of the applications as well as the state of the entire application environment. Neverfail 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 applications. SCOPE is used as an implementation tool to assure best practice installation as Neverfail provides ongoing ecosystem and application monitoring and management. For instance, when Neverfail detects an IT condition that is likely to result in an outage, automated corrective action is taken to fix the source of the problem (such as attempting to restart a service) before downtime occurs.

EASY TO INSTALL, MANAGE AND USE – The Neverfail implementation will be completed by a Neverfail Certified Implementation Engineer (NCIE) who is experienced in delivering High Availability and Disaster Recovery solutions. The implementation is completed without a manual build of the secondary server. Using Neverfail's unique cloning technology, a mirrored copy of the primary server will be transferred onto the secondary server yielding an identical pair. The implementation process is usually completed within a day or two with minimal impact to the business.

FAILOVER / FAILBACK – In the event Neverfail's automated monitoring is unable to resolve an issue it has discovered on the active server, the automated failover feature keeps users seamlessly connected to their mission critical applications, with no need for users to restart the client application. Neverfail also provides one of the most seamless automated or manual failback mechanisms in the market today.

SWITCHOVER / SWITCHBACK – Switchover and switchback options are provided to allow the secondary server to be used during planned outages such as planned maintenance or when physical to virtual migration rollouts occur.

NEVERFAIL SCHEMATIC OVERVIEW



REAL-TIME ASYNCHRONOUS DATA AND REGISTRY REPLICATION –

Neverfail's solutions provide automatic and ongoing detection and replication of all data associated with the protected application, including associated registry changes, so there is no need to manually specify application data. This ensures the application is immediately fully functional and immediately available in the event of an automated failover or manual switchover.

APPLICATION MONITORING AND MANAGEMENT – Neverfail pioneered out-of-the-box application monitoring and management, integrated with application protection, to consistently monitor both individual application services (including pre-defined performance thresholds) as well as Windows management instrumentation. Further, Neverfail has the ability to perform automated corrective action to proactively attempt to heal applications; ensuring availability and uptime. If an application cannot be healed and requires further troubleshooting, automated failover to the secondary server ensures users suffer no downtime and remain connected to their critical applications.

“ Neverfail proves its worth on a regular basis. Recently we had an issue where server performance was degrading because of a high volume of emails. “Instead of rebooting the server to work on the problem, I just failed it over. Neverfail for Exchange is great.”

Sunita Gossai, Network Administrator
Chicken of the Sea International - one of the top brands of canned tuna in the U.S.

“ The Neverfail solution supports our rigorous requirements for business continuity while respecting our technical and budgetary goals.”

Pär Persson, IT Manager, Stena Rederi AB
Stena Bulk - a leading International Tanker firm controlling a fleet of about 70 tankers

SYSTEM PERFORMANCE MONITORING – Not only does Neverfail monitor, manage and protect critical applications as described above, it also provides system level, or environmental performance monitoring. Neverfail constantly scans the hardware, software, and networking environments to ensure administrator-defined performance thresholds are continually being met. Otherwise, corrective actions are taken and automated failover is implemented ensuring users remain continuously connected.

NETWORK MONITORING – If there is a network outage that prevents users from connecting to the active server, Neverfail will automatically switchover to the passive server; allowing the users to continue working. Built-in fail safe checks prevent false failovers from occurring. Additionally, Neverfail guards against false positives to ensure critical applications are really available. For example, it is entirely feasible that a server can be pinged even though it has hung or “blue screened”. Neverfail performs multiple network checks to determine availability; something competitive products do not offer.

ANCILLARY APPLICATION PROTECTION – Neverfail provides the same level of protection for 3rd Party Applications that complement the core protected application. For instance, antivirus and anti-spam programs are an important component of email service. If the anti-virus or anti-spam system fails Neverfail will detect this and include them to ensure continuous availability.

GUARD AGAINST DATA CORRUPTION – The Neverfail Data Rollback Module (DRM), included as part of our standard offering, is based on Microsoft's Volume Shadow Copy Service (VSS) technology to provide an efficient point in time application/data restoration and retrieval mechanism. In short, the DRM guards against data corruption. The DRM takes a complete snapshot of the entire environment including the registry data and permits efficient restoration of only the required application data from shadow copies, rather than an entire volume. This ensures that when a snapshot is restored, the application will be fully functional; these snapshots can be taken either manually or automatically and scheduled up to every 15 minutes.

GRAPHICAL USER INTERFACE – Neverfail provides an easy to use and highly functional Graphical User Interface (GUI) that makes operating and managing the Neverfail pair effortless. There is no need to manage the Neverfail pair from a Command Line Interface as the centralized GUI resides within the pair itself. As a result it does not require a third machine to manage the Neverfail solution; therefore, hardware procurement costs are minimized.

LAN OR WAN SUPPORT – Critical to disaster recovery is efficient operation over a WAN. The Neverfail pair can be deployed in a WAN configuration. If there is a primary site disaster it will automatically failover to the DR site and provide continuous availability for the protected applications. Neverfail also can

Neverfail Features and Benefits

- ▶ Business continues as users enjoy uninterrupted access to mission-critical applications despite IT outages
- ▶ Secures application level High Availability Disaster Recovery in LAN and WAN environments
- ▶ Highly affordable, rapidly installed and easy to use delivering rapid return on investment
- ▶ Provides seamless automated or manual Failover and Failback, Switchover and Switchback
- ▶ Extensive monitoring of entire environment: network, software, hardware (hardware agnostic)
- ▶ Proven solution utilized protecting thousands of servers worldwide

be deployed across different IP subnets and will update DNS records automatically at failover time. Users remain connected to the application without being dependent on Active Directory replication in the event of a failover. The users experience no downtime themselves.

OPTIMIZED FOR WAN DEPLOYMENT – Neverfail's Low Bandwidth Module (LBM) provides proprietary data compression technology designed to maximize available bandwidth when replicating over a WAN, thus providing true Disaster Recovery protection for mission critical applications. As a result, this module helps to reduce the overall cost associated with WAN circuits as bandwidth requirements are significantly reduced.

VIRTUALIZATION SUPPORT – Neverfail can be deployed onto Virtual and Physical Machines and any mix thereof and provides additional support during P2V migrations, delivering no downtime as well as seamless failback should things go wrong. Neverfail provides full functionality and protection for applications when implemented into a virtual environment and provides a true disaster recovery option without the need for Shared storage or a SAN.

32 AND 64 BIT SUPPORT – Neverfail provides support for protected applications on either a 32 bit or 64 bit platform.

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