CARBONITE® + WEBROOT®
OpenText Security Solutions

Webroot™ Email Continuity

Purpose-built to ensure business productivity

Challenge

Email is one of the most efficient and cost-effective means of communicating globally. Since the pandemic, the increase in remote work has necessitated the need for constant email communications from any device, anytime and anywhere. Businesses depend on email communication for transactions and any outage in email connectivity can result in loss of employee productivity, bad user experience and even loss of revenue and customers.

Solution: Webroot Email Continuity

Email Continuity provides users access up to 30 days of company email even if infrastructure is down.

Key Features

Easy provisioning:

- Auto-provision via the central portal

- Choice of datacenter locations (U.S., U.K. or Switzerland)

During an outage, users can:

- Always know they're covered with automatic 30-day message storage

- Access the portal for fully functional Outlook Web Access email

- Add Email Continuity mailbox as POP or IMAP in Outlook

- Drag and drop Sent Items folder

- Sync sent items from continuity service to primary mailbox once online

Differentiators

- Email remains accessible across all devices, despite outages

- Works with Webroot™ Email Threat Protection to ensure protection from phishing and malware

- Integrates directly into Outlook (POP or IMAP)

Key Benefits

- Enhanced security for business-critical communications and file sharing

- Enhanced security status in regulated industries

- Single management console for multiple email security products

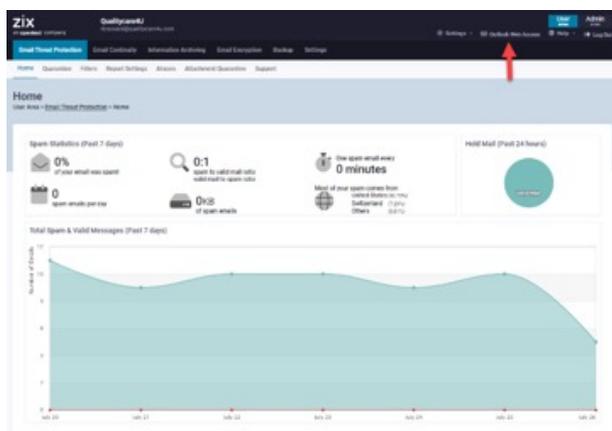- Engage with a single vendor for cyber resilience solutions at a lower cost

Figure 1: User clicks on Outlook Web Access and goes to Email Continuity

How it Works

The prerequisite for Email Continuity is Email Threat Protection or Advanced Email Threat Protection

- Email Continuity provides failsafe protection for your email server or service at all times.

- If your primary mail server or service experiences an outage, all inbound messages are spooled at the spam filter until the primary mail server or service is back online.

- During the outage, Email Continuity users can access the last 30 days of inbound messages and continue to read, reply, forward and compose/send messages from their Email Continuity web portal or their Outlook client.
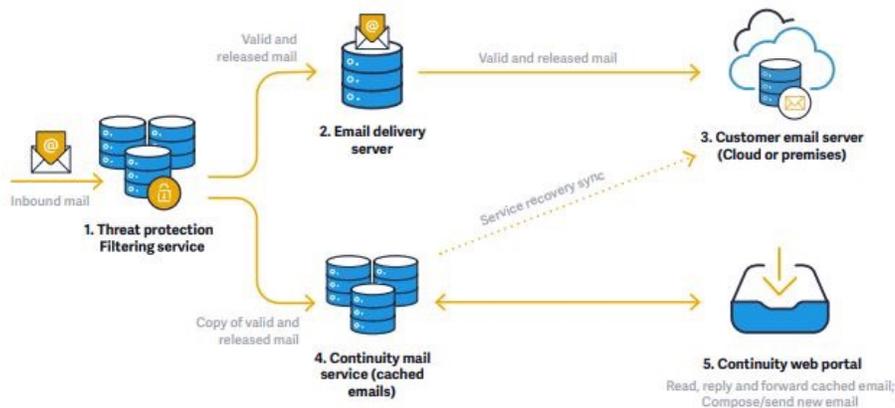
Product Benefits

- Works automatically – no additional hardware or software required

- Keeps organizational email accessible across all devices, despite outages

- Maintains productivity via failsafe protection for your email service

- Provides access to the last 30 days of inbound messages during an outage

- Prevents embarrassing non-delivery notifications to your customers

- Automatic inbox synchronization upon main email server or service restoration

Purpose-built to enhance your resilience against cyberattacks

OpenText Security Solutions brings together best-in-class solutions to help your business remain cyber resilient by enabling you to continue your business operations even when under attack. Together, Carbonite and Webroot can help prevent and protect you from experiencing breaches in the first place, minimizing the impact by quickly detecting and responding to a breach, then recovering the data quickly to reduce the impact and help you adapt and comply with changing regulatory requirements.

Webroot's Email Continuity is an integral part of our cyber resilience solutions and ensures continuous availability of company email for 30 days despite outages. This ensures positive end user experiences without embarrassing non-delivery notifications and maintains employee productivity.