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— Richard Anderson, Senior Technical Specialist, Hawke Systems

Hawke selects Neverfail for Exchange Resilience

After experiencing a serious failure of its Microsoft Exchange server, Hawke Systems, an IT solutions reseller and services provider, realized they needed protection against such an occurrence happening again. They chose to do this by selecting Neverfail for Exchange, a ‘cluster-class’ high availability solution, to protect its Microsoft Exchange server against server downtime, data loss and the associated implications of lost productivity, lost business and damage to the business’s reputation.

Richard Anderson, Senior Technical Specialist for Hawke, explains, “As an organization, we are completely reliant on email. All our orders, returns, and new work come via email; these emails are also taken as legally binding. So, if the Exchange server goes down, which it did recently, we cannot transact anymore.”

He continues, “We looked at clustering solutions, but clustering is both expensive, and does not duplicate the data in the same way that the Neverfail solution does. In addition, clustering does not work on a non-enterprise MS 2000 platform, which is exactly the set-up that we have. Currently, I know it would take a day to restore our database in the event of a failure. Neverfail completely takes that problem away.”

Anderson concludes, “The cost of the software is a very reasonable price in any case, but Neverfail is so hassle-free it really was a ‘no-brainer’. As far as we are concerned, there was no other choice. This is a unique product on the market.”

ABOUT NEVERFAIL FOR EXCHANGE

Neverfail for Exchange is the most comprehensive high availability, low cost software solution for Microsoft Exchange 2000/2003. Designed to keep your users connected to their email at all times, regardless of the cause of failure, Neverfail for Exchange proactively monitors the health of your physical server hardware, network infrastructure, operating system, and Microsoft Exchange application.

If any problem occurs, Neverfail can take a variety of preemptive, corrective actions to resolve the issue without resorting to a full system fail-over. In extreme cases where the issue can not be resolved, a graceful switch-over to your secondary server can occur, automatically, ensuring continuous Exchange availability.

ABOUT NEVERFAIL

The Neverfail Group (Neverfail) is a leading global software company providing affordable, “cluster-class,” high application availability and disaster recovery software solutions for the Microsoft® technology platform.

Neverfail’s software solutions enable users to remain continuously connected to a live software application, irrespective of hardware, software, operating system, or network failures.