

## Note from our Sales Director Andrew Wright

As the long nights draw in and another holiday season is approaching many IT departments will be thinking of continuity of their systems over the Christmas period. Most businesses rely heavily on email whether in the office or on the move. Having visited many customers over the past 3 months and, where we've been talking about archiving, some are concerned that their emails are archived in the cloud and would rather have them in-house. Up until now the solutions to do this, and do it well, have not been very cost effective and taken a great deal of time to implement. As you would expect all the functionality such as Legal hold and full audit trails are requested as a matter of course. Here at nonstopIT we have recently been looking at some of our product offerings. I am very excited at the prospect of being the Sole Reseller in the UK for our new email archiving product from ArcMail.

We believe that not only is ArcMail a cost effective solution but it's also extremely easy to deploy and manage. As of the 1st week of

December we are going to have a few of these devices available for trial, if you would like to take a look at this technology please drop us a line and we can arrange for a device to be delivered to you.

On a different subject, and particularly now that someone now seems to have flicked on the Winter switch, many companies will be thinking and concerned about the 4 or 5 days of bad weather, we seem to get every year, that might effect their workforce. We of course have solutions for enabling your workforce. For example ICE ("In Case of Emergency") licenses are a far lesser price than having staff off work and will enable all your users to work remotely with your remote access solution of choice. Easily and quickly deployed and, unlike some other products, if you buy 30 days ICE you can turn it on and off at will and utilise all 30 days. Please contact us for further details.

**Wishing you all a very Merry Christmas and look forward to what 2012 has to bring.**

## iPass Stats:



- 1 in 3 mobile employees claimed that they sleep less due to work
- 1 in 4 mobile employees sleeps less than 6 hours a night.
- 60 percent of employees attributed lack of exercise to work.
- 59 percent would feel disoriented, distraught or lonely if they were without a smartphone for even a week.
- Tablet ownership has grown to 44 percent of mobile employees, up from 33 percent in second quarter of 2011.
- Mobile employees describe themselves as highly proficient when it comes to technology (69 percent), compared to 6 percent who rated themselves as fairly proficient or non-proficient.
- 81 percent of mobile employees only contact IT as a last resort



## Power Great Lakes Case Study

Power Great Lakes customizes and reconfigures engines for specialised applications ranging from generators to street sweepers. Approximately one-fourth of the company's 300 employees use email, sending and receiving an average of 5300 emails per day over the Exchange platform.

Due to the nature of its business, Power Great Lakes exchanges both large email attachments such as engineering drawings, and business-critical documents such as purchase orders.

Power Great Lakes' IT Manager, Mark Connolly, began looking for an archiving solution to achieve two main objectives:

1. Provide a complete archive of all company email that would be legally sound in the event of litigation
2. Begin to change employees' habits of retaining maximum email in their mailboxes by providing them with an archive that was secure and accessible, while also ensuring that content couldn't be altered or deleted

### "Mail is not storage"

Mark said that his first rule of mail management is that "Mail is not storage. Mail is communication. Storing old mail on Exchange is a performance hit. It puts a load on the server and backups take longer."

After a thorough evaluation of several appliance-based and software-based archiving solutions, Power Great Lakes deployed the ArcMail Defender U220.

"ArcMail's appliance approach was the right fit for our needs, and they had the best reviews of all the systems we looked at," Mark said.

### Confidence and peace-of-mind

While the company hasn't had any legal issues involving email since it began archiving, Mark said that everyone at Power Great Lakes appreciates the peace-of-mind of having a complete journal of all incoming, outgoing and internal messages and attachments.

"I know of companies that had to go to a lot of trouble and legal fees to try to document email



activity," he said. "If they'd been archiving with the Defender, it could've been case-closed in five minutes."

Mark said that an additional, unexpected benefit of using the ArcMail Defender U220 has been greater credibility for the company. "When you tell customers that you have a foolproof email archiving system, it inspires confidence about the way you do business."



## ArcMail - E-Mail Archiving

nonstopIT are delighted to announce that we have just become the sole distribution agent for ArcMail for the UK.

ArcMail is a leading provider of simple, secure and cost-effective internal email archiving and management solutions. ArcMail's solution, the Defender, was developed to provide cost-effective email archiving hardware that improves the user experience, reduces the load on IT resources and safely secures the business information contained in emails, all in an easy-to-use appliance. We believe the Defender is the best email archiving solution for organisations across a broad section of industries.

Are you worried that your Mail server may not be supported, have a look at this lot:

### Supported Mail Servers:

AtMail, Domino/Notes, Exchange 5.5, 2000, 2003, 2007, 2010, Exim, GroupWise w/ Discovery Gateway, hMail Server, Ipswitch IMail, Java Enterprise Server, Kerio, Mdaemon, Postfix, Sendmail, Qmail, First Class, MailEnable, Zimbra.

Your internal and external E-Mail can be being archived within a couple of hours with the simple install process.

### Advanced Search Functionality

- Full indexing of all text in every message—including message headers, message bodies, and all attachments—ensures that users can find the precise messages they need without delay or Assistance

- Advanced searches provide user-friendly Boolean operators to narrow or broaden the search results of complex discovery requests
- Highly-efficient indexes provide rapid retrieval of millions of messages

And all appliances have options for 1, 3 and 5 year Hardware and Software Maintenance Available.

**For more information visit [www.arcmail.com](http://www.arcmail.com)  
For a full copy of the iPass Mobile Workforce report.**



## Security Review from our Technical Director Andy Hanson

**So. Here's the funny thing about mobile and endpoint security: we hear constantly that the armedgeddon of smartphone threats is always just around the corner. It seems that every other year, the vendors are up in arms about "this threat and that risk" and the predictions of a handheld apocalypse.**

At the same time, we are seeing an unprecedented level of activity in the mobile space. Morgan Stanley predicts that smartphones sales will surpass those of PCs next year. They overtook notebook sales in 2008.

We are seeing many free anti-virus products fail to protect Smart Phones. Take Android... Tests by antivirus testing lab "AV-Test.org" revealed that the best freebie Android anti-virus scanner, Zoner Antivirus, caught 32 per cent of 160 recent Android threats. The other six free-of-charge Android products fared abysmally, with the best of the rest detecting just 10 per cent of the threats. One detected none whatsoever.

And then we have the issues around supporting mobile security, a story coming over from our friends Stateside says that...

In November this year a bloke has been arrested after repeatedly calling the emergency number 911 to complain that his iPhone wasn't working. The 48-year-old from Illinois called the

emergency services no less than five times to moan about his mobile.

You think it'll never happen in the UK? I wonder how many of us thought that about the legal system - A restaurant was ordered to pay, a lady in Lancaster, £20,000 after she slipped on a soft drink and broke her coccyx (tailbone). The beverage was on the floor because said lady had thrown it at her boyfriend 30 seconds earlier during an argument.

### ArcMail

When I first saw the ArcMail product and explored the product in regards functionality, reliability and a match to our customers requirements. I have to admit I was impressed. Then having deployed the solution in-house here at nonstopIT within 30 minutes, I knew this was a solution that lots of organisations should benefit from.

Those I.T. Managers that are cringing at the thought of changes to MX records or major revamps to their mail servers can relax with this solution.

### The techie bit of ArcMail...

Appliances range from 500Gb through to 16Tb units. Combining hardware RAID with hot spare disks guarantees high performance and uptime in the unlikely event of a disk failure. With the provision of onboard RAID Battery Backup,

archive integrity is insured in the event of power loss. Higher end models include a Blue Ray Drive.

It is built on the trusted Linux OS to provide enterprise class reliability, efficiency and scalability and uses multi-version concurrency control (MVCC) for all archive transactions (including searches) used by the fastest databases on the planet. Performance takes full advantage of multi-core processor capabilities by using multi-threading at multiple layers of the architecture.

SSL or TLS encryption provides secure network communication to and from the appliance.

Single sign-on (SSO) in Active Directory environments makes authenticated access to the solution transparent to the user and the authentication and authorisation model provides secure access control in both Active Directory and LDAP environments.

