

"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*



Neverfail

supports **Nonstop Email Service** and
Disaster Protection for **CharterMac**

The Business Need

CharterMac is a leading real estate financial services company that relies heavily on email for internal communications and correspondence with customers. As Amar Persaud, Vice President of IT Operations at CharterMac, puts it, "Email has become as necessary as the telephone for us. We do a huge number of transactions worth millions of dollars and we couldn't survive without it."

The necessity of nonstop email service was underscored for CharterMac during a recent physical relocation. Email was unavailable for only a few hours, but senior management recognized that even a brief suspension of service was unacceptable to a company like CharterMac where business is conducted 24/7.

CharterMac immediately began investigating ways to ensure continuous email service over a WAN for their offices in Manhattan and New Jersey – regardless of business or technical circumstances. They wanted assurance that they would have continuous application availability as well as complete site protection in case of a disaster.

The Evaluation Process

The CharterMac IT team looked at a number of different solutions, including products from Computer Associates and NSI Software. "Those products had one thing in common," Persaud explained. "Email was interrupted when you switched to and then back from your backup server. Our users would have to restart Outlook or even reboot their system. We couldn't accept that."

Looking for a better solution, they turned to Neverfail. They were pleased to find that the Neverfail solution required no interruption for the user. "Neverfail was clearly superior in the fail-back process," said Persaud. "With Neverfail, there is nothing you have to do to transfer application availability to the secondary server and back to the primary server."

Persaud was also impressed with the Neverfail Server Check Optimization and Performance Evaluation (SCOPE) product. Neverfail SCOPE uses advanced, automated tools to provide detailed information about the current running state of the server environment. SCOPE is designed to help organizations establish an optimum platform for long-term reliability, which is vital in providing true high availability.





The Solution

CharterMac chose Neverfail for Exchange to provide the high availability and disaster recovery the company needs for its vital email systems. The first step in implementation was a fast, accurate analysis of the environment using Neverfail SCOPE. "SCOPE ran for 24 hours and determined what our real physical requirements were," said Persaud. "Based on this analysis, we could be sure that we had the appropriate equipment and the right configurations, and that we had the bandwidth necessary to send data back and forth between our Manhattan and New Jersey offices."

CharterMac also installed the Neverfail Low Bandwidth Module, which significantly reduces transmission times and bandwidth requirements between the active and passive server in both LAN and WAN environments. Because the company uses Trend Micro™ ScanMail™ for Microsoft™ Exchange to guard against email viruses, they also purchased Neverfail's Application Module eXtension for this key auxiliary application, which provides complete protection right out of the box without custom scripting.

The Results

Neverfail for Exchange now proactively monitors the health of CharterMac's Exchange servers in both offices, including physical server hardware, network infrastructure, operating system and Microsoft Exchange applications. If the Neverfail solution detects a problem or any performance degradation, it will automatically take a variety of preemptive, corrective actions to resolve the issue without resorting to a full system failover.

CharterMac is pleased with the business continuity and disaster protection ensured by their Neverfail solution — two important factors in the fast-paced world of financial services. As Persaud explained, "Our email volume is growing exponentially, and email is absolutely critical for us. Neverfail gives us a backup system that fits our requirements."

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THE COMPANY

CharterMac

CharterMac (NYSE: CHC) is one of the nation's leading full-service real estate finance companies, with a strong core focus on the multifamily sector. CharterMac offers capital solutions to developers and owners of properties throughout the country and quality investment products to institutional and retail real estate investors.

CharterMac is comprised of three core business lines: Portfolio Investing, Fund Management, and Mortgage Banking. All three of these business lines work off of a unified, fully integrated real estate operating platform, and, combined, they produce an annual rate of financing volume that is expected to exceed \$4.0 billion.

With one of the nation's most seasoned and successful multifamily origination, underwriting, and risk management platforms, CharterMac offers financing for every portion of a multifamily property's capital structure.