



Customer Profile

- Manages over \$154 billion in assets for 6.1 million individual and institutional investors
- Founded in 1924
- Invented the mutual fund
- www.mfs.com

Environment

- Microsoft® Windows® NT
- Compaq Proliant 1850, DL380, and 3000 servers
- Marathon Endurance®

Business Application

- Microsoft Exchange 5.5 for 3000+ email users

MFS Investment Management Banks On Marathon's Endurance

MFS Investment Management® (MFS) is a global financial services firm based in Boston. At MFS, information is a valuable commodity and clear, accurate communication is essential.

“We base trading decisions on information that is e-mailed into MFS or that is being circulated within the company,” said Martha Underwood, manager of messaging at MFS. “If people don’t have that information, they can’t do their work. We have groups within the company that process critical information from outside business clients. They can’t process the information if a server is down.”

That’s why MFS needed a way to keep its e-mail up and running continuously. MFS put a Marathon Endurance solution in place for its e-mail servers to ensure that no company communication is ever compromised.

A Mutual Decision

Before implementing the Marathon Endurance solution, MFS used Intel®-based servers running Microsoft Exchange.

But problems with data corruption prompted them to consider a fault tolerant solution.

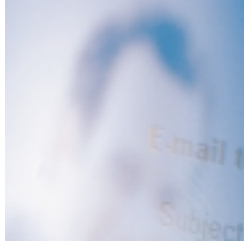
“Our e-mail was in jeopardy and we had some close calls,” said Underwood. “We need to have e-mail available at all times.”

Problems with the old server hardware had corrupted the database and made backups impossible. Luckily there were no catastrophes that required bringing backed-up data on-line. However, their nerves were frayed until MFS put the Marathon Endurance solution into place.

With offices around the world and critical production jobs running overnight, downtime was not an option for MFS.

“Before we installed the Marathon solution, either we couldn’t do backups because we needed the system to run 24/7, or we would take the system down for a backup and disrupt end users. If there was data corruption, we couldn’t backup the effected server while Exchange was running.





Benefits

- No downtime since Marathon system was installed
- System backups aren't stymied by hardware corruptions
- Uninterrupted flow of communication

That meant Exchange was not 24/7, and the business was at risk. With Marathon we don't have to bring a system down to repair a hardware corruption, we can backup our system regularly, and we can run 24/7 without worry," adds Underwood.

Low Risk, High Yield

MFS considered several options, including clusters. "Everything we read warned us against clustering Exchange servers," remembers Underwood. "We looked at other systems, but they would take 30 seconds or more to failover. All of a sudden our users would realize they couldn't get into their e-mail. Hundreds of employees would waste time closing and reopening their mailboxes. In addition, clusters would have required us to reconfigure all 3,000 desktops, not a trivial task."

After discovering Marathon's Endurance product, MFS realized their search was over. For the first time they saw that there was a true fault-tolerant solution that required no user intervention.

A Bear Market for E-mail

Since installing the Marathon Endurance product two years ago, MFS has not experienced any unplanned downtime. "In fact, the only time they have been down was when we had a virus," said Underwood.

"Our e-mail is up all the time," she adds. Our users don't know what goes on behind the scenes to keep their e-mail up and running 24/7. They don't have to. That's the beauty of the Marathon Endurance solution."

Whether they are exchanging ideas for the composition of a mutual fund, answering customer questions about portfolios, or forming strategies for a retirement plan fund, MFS employees know they can depend on the accessibility of their e-mail system.

"Our e-mail is up all the time. Our users don't know what goes on behind the scenes to keep their e-mail up and running 24 /7. They don't have to. That's the beauty of the Marathon Endurance solution."



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