

# IBM Sterling Global Mailbox

## Enabling always-on operations and greater resilience to disruptions

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### Highlights

- High availability
  - Always-on
  - 24 x 7 x 365
  - Active-active technology
  - Near realtime replication
  - Disaster recovery
  - Geographically dispersed data centers
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In today's hyper-connected, global economy, businesses are under elevated pressure to maintain connectivity to their customers, suppliers and partners. Whether it's a supply chain that spans the globe, hospitals providing round the clock patient care or consumer banks open 24-hours online, the need to operate without interruption is no longer an option.

Companies need to exchange a variety of business files and documents across a wide variety of use cases – and do so in real-time. These demands put enormous pressure on IT departments to architect a B2B integration platform that is highly-available and can execute just-in-time exchange of critical business information and documents.

Complicating this issue is the fact that many companies operate regionally disperse data centers for both performance and disaster recovery purposes. Companies go to great lengths and expense to ensure 24x7x365 availability, often deploying redundant software and hardware.

IBM recognizes the challenge companies encounter trying to meet the demands of high-availability operations – and prepare for any potential disruption or disaster recovery.

To help companies meet these challenges, IBM Sterling Global Mailbox is an optional component of its IBM Sterling B2B Integrator and IBM Sterling File Gateway solutions. This high-availability mailbox capability enables geographical distribution and data replication capabilities that leverage active/active communications. Sterling Global Mailbox makes use of functionality built into other IBM Sterling B2B Collaboration portfolio architectures, as well as other technologies, to deliver a high-availability solution across multiple data centers.

## **Companies looking to deploy IBM Sterling Global Mailbox can leverage the solution to:**

- Provide a purpose-built, multi-data center mailbox architecture
- Deliver a geographically distributed mailbox capability
- Provide consistent views of files and documents across locations
- Eliminate the need for custom solutions and database replication

### **Always-on operations**

Using IBM Sterling Global Mailbox, companies that operate regional data centers for customer service and performance purposes can now design and deploy a high-availability architecture. Sterling Global Mailbox provides data storage across geographically distributed locations. Data is regularly routed to the nearest available regional data center and then replicated across centers in near real-time. Enabled applications can listen for mailbox events to trigger application-level actions, such as initiating further processing. This process helps ensure service to partner and customer-facing operations – and compliance with performance and service level agreements (SLAs).

### **Disruption resilience, highly-efficient disaster recovery**

The common approaches for disaster recovery for IT operations typically include:

- Devising a database-driven strategy that utilizes the disaster recovery capabilities of a database vendor
- Operating at a third-party hot site which involves transferring copies of the latest operations backup

Unfortunately, with these approaches companies must deal with occasional downtime, latency in recovery and inflated costs. Sterling Global Mailbox addresses these challenges by deploying private mailboxes, load balancing across data centers, frequent replication – and active/ active disaster recovery. This helps make Sterling Global Mailbox available 24x7x365 and fault tolerant, as well as provides near real-time recovery with very little, if any, data loss.

Sterling Global Mailbox can also support an active/passive disaster recovery architecture that can react to a situation in near real-time. This solution minimizes the impact to operations, making cut over to a secondary site transparent to the line of business, customers and other partners. This process eliminates the need to rely on database replication or other custom-built approaches to disaster recovery. It also helps contain the costs associated with building redundant data center operations specific to disaster recovery.

## **Application to file transfers**

While managed file transfer solutions have addressed the reliability, security and visibility issues with file transfers, there is still a dependency on the availability of both the sender and receiver's B2B platforms. As a result, there is still a potential, and unacceptable, gap in preventing the successful transfer of a file.

By deploying IBM Sterling Global Mailbox on both the sender and receiver's B2B platforms, companies can close that availability gap. This method helps ensure both ends of a point-to-point file transfer are operating in a highly-available mode.



## IBM Sterling Global Mailbox Capabilities

| Capability  | Description                                                                                                                                                                                                                                                                                                       |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Deployment  | <ul style="list-style-type: none"><li>• Delivered as an extension to IBM Sterling B2B Integrator or IBM Sterling File Gateway</li><li>• On-premise deployment</li><li>• Active/active communications across data centers</li><li>• Active/passive for disaster recovery</li><li>• Scalable architecture</li></ul> |
| Replication | <ul style="list-style-type: none"><li>• Mailbox configuration for synchronous or asynchronous replication</li><li>• Coordination of transaction locks across data centers</li></ul>                                                                                                                               |
| Visibility  | <ul style="list-style-type: none"><li>• Consistent view of data across data centers</li></ul>                                                                                                                                                                                                                     |
| Speed       | <ul style="list-style-type: none"><li>• Near real-time replication between data centers</li><li>• Location affinity, send collaborators to the closest data center</li></ul>                                                                                                                                      |

## Why IBM?

IBM Sterling Global Mailbox provides a high availability supply chain infrastructure across multiple dispersed data centers with near real-time recovery from outages and minimal data loss. Sterling Global Mailbox delivers files on-time, all the time, and meets SLA's with a solution that provides always-on, 24x7x365 connectivity.

## For more information

## Next steps

→ [For more information on IBM Sterling Global Mailbox click here.](#)

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