proofpoint

DATA SHEET

Proofpoint Enterprise Continuity

Keep email flowing when Microsoft 365 or Exchange goes down



Key Benefits

- Keep sending and receiving email during an email outage
- Access from any browser, including iOS and Android
- Always on, with no failover and no IT action
- Most recent 30 days of email always available[2]
- Threat protection, DLP and encryption stay on
- No plug-ins or on-premises hardware

The Challenge: **When Email Goes Dark**

Email is where business gets done, and even the largest cloud providers can't guarantee it will always be there. On November 12, 2026, a global Microsoft outage took down Outlook and other Microsoft 365 services for more than 12 hours, with some users still without email into the next day.[1] When an outage hits, every team that relies on email feels it at once, from sales and support to finance and leadership.

Cloud email services promise "multi-nine" service level agreements, but email outages still happen. When they do, the impact is immediate: customers can't reach you, deals stall, and teams lose the channel they depend on most. Waiting for a provider to recover is not a continuity plan.

Traditional approaches to email continuity were built for on-premises deployments. They are costly to maintain, and they still leave organizations exposed.

November 12, 2026, by the Numbers

One email outage showed how quickly business stops when email does.

The gateway sits outside of Microsoft, and keeps working when Microsoft doesn't.

API-only approaches were down, dependent on Microsoft.

12+
hours of email downtime

130K+
Outlook outage reports on Downdetector

Day 2
users still affected the next morning

1. CNN, CNBC, NBC News and TechRepublic reporting, November 12–13, 2026.
2. Up to 30 days or 1 GB of email per mailbox, whichever comes first.

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The Solution: **Proofpoint Enterprise Continuity**

Proofpoint Enterprise Continuity is an always-on insurance policy for your email. If your primary email service goes down, users keep sending and receiving internal and external mail, with no action from them or from IT.[3]

Users open a secure Proofpoint web client from any browser, device or operating system. When Outlook is unavailable, as it was on November 12, 2026, the web client keeps your people connected.

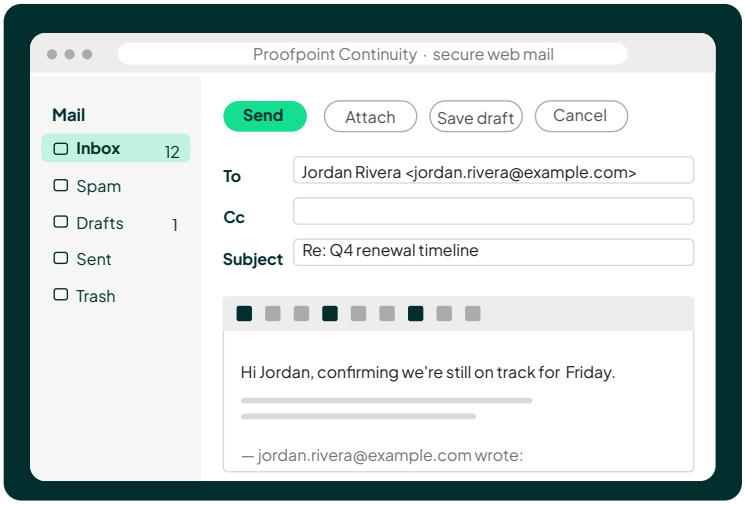


Figure 1. The Proofpoint Continuity web client keeps users sending mail when Outlook is down.

Web access anywhere when Outlook is down

Users reach their emergency inbox from the browser on any iOS or Android device. There is nothing to install, configure or activate.

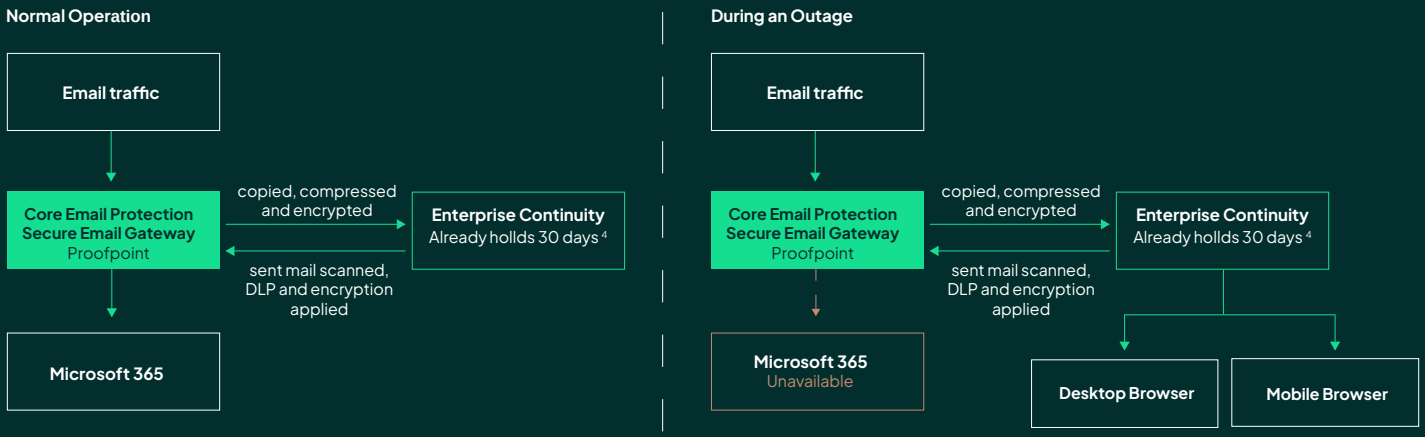
Read, reply, forward and compose from the inbox, sent items or any folder. The most recent 30 days of email are ready the moment an email outage begins.[4]

4

How it works

Proofpoint Core Email Protection scans every message bound for your primary email service. It copies each message, then compresses, encrypts and transmits it to Enterprise Continuity.

During an email outage, users send and receive through the web client in any desktop or mobile browser. When service returns, messages route back to the right Inbox or Sent Items folder automatically.



3. Internal email delivery requires a Continuity Plus license.
4. Up to 30 days or 1 GB of email per mailbox, whichever comes first.

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What It Can Do

Keep your business communicating, with security that never takes a day off.

01

Send and receive internal and external mail

Users keep corresponding with colleagues, customers and partners throughout an email outage. Inbound mail keeps arriving, and outbound mail keeps going out.[5]

02

Access from iOS and Android devices

The web client runs in the browser on iOS and Android devices, so users stay reachable wherever they are. There is no app to install or activate.

03

Visibility, protection, DLP and encryption

Mail that flows through Continuity is protected by Proofpoint's Secure Email Gateway, data loss prevention and encryption policies, with visibility into mail flow throughout. Customers with continuous protection via SEG and API also aren't disrupted during an outage.

04

Always on, automatic restoration

Continuity is always on, so there is no failover to manage. Once primary service returns, messages route to the user's Inbox or Sent Items folder, so IT can focus on restoration.

05

30 days of email, anytime

Users get instant access to the most recent 30 days of email in their emergency inbox, with a familiar experience that keeps them productive.[6]

06

No plug-ins, no complexity

It just works. There is no on-premises hardware to deploy, no plug-ins to manage and no activation required during an email outage.

5 Internal email delivery requires a Continuity Plus license.
6 Up to 30 days or 1 GB of email per mailbox, whichever comes first.

Be ready for the next email outage

Talk to your Proofpoint account team about adding Enterprise Continuity, so your people keep communicating the next time your primary email service goes down.

Learn more at **proofpoint.com**

About Proofpoint, Inc. Proofpoint, Inc. is a global leader in human- and agent-centric cybersecurity, securing how people, data and AI agents connect across email, cloud and collaboration tools. Proofpoint is a trusted partner to over 80 of the Fortune 100, over 10,000 large enterprises, and millions of smaller organizations in stopping threats, preventing data loss, and building resilience across people and AI workflows. Proofpoint's collaboration and data security platform helps organizations of all sizes protect and empower their people while embracing AI securely and confidently. Learn more at www.proofpoint.com

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