



ENTERPRISE MANAGED SERVICES

SunGard's Enterprise Managed Services provide fully managed, end-to-end infrastructure solutions that help you keep your IT operations—and the business—nimble and responsive.

It is difficult to imagine a time when marketplace pressures have demanded more of IT than they do now. To stay competitive, businesses need flexibility to adapt and quickly respond to changes in industry dynamics, buyer preferences and supply and demand trends. SunGard can help.

With SunGard as your partner, your IT environment will benefit from our highly resilient infrastructure, operational excellence and continued investment in personnel skills, tools and technologies. Our utility-like model is ideal for enterprises seeking flexible, enterprise-class solutions without the capital investments needed to build all necessary capabilities internally.

Why SunGard?

SunGard provides a wide range of IT solutions, helping organizations optimize systems performance, ensure the availability of mission-critical applications, and develop IT- operations and business continuity-related strategies and tactics.

We also help customers enhance IT efficiency and achieve savings through consolidation, storage optimization and adoption of new technologies.

You can depend on SunGard Enterprise Managed Services to provide a customized solution that meets your needs. Our Managed Services management team offers a combined 150 years of experience with a focus on IT service management. Our more than 3,600 hosting customers represent every major industry including financial services, transportation and utilities, business services and healthcare.

Our customers can rely on:

- A commitment to innovation: SunGard's strategic road map is built to leverage advances in virtualization, blade server, wide area network (WAN) and storage-acceleration technologies. We will also continue to help shape emerging utility and cloud computing service delivery models.

The benefits of SunGard Enterprise Managed Services include:

- **Fully managed hosting solution**
- **Cost-effective, utility-like model**
- **Comprehensive and scalable solution**
- **Higher levels of availability**

- Ongoing investments in infrastructure, people, technology and tools: hundreds of millions have been invested over the past year, and more planned in the coming years.
- Local access to global capabilities: more than 35 data centers across North America and Europe and a dedicated global network backbone.
- Operational excellence: ITILv3 framework, SAS 70 Type II & ISO9001 certification, and PCI DSS-compliant facilities and processes.

CASE IN POINT

A more efficient operation for faster time to market

A global financial and marketing communications organization needed to streamline operations to better manage the growing capital demands and operational risk inherent with multiple data centers, while also improving internal service levels and responsiveness.

SunGard provided a customized Enterprise Managed Services solution to improve provisioning and process times and engaged our Data Center and IT Services specialists to migrate the customer's equipment into a SunGard facility. The SunGard team also provided Virtualization and Storage Optimization services, enabling the company to consolidate its footprint of six data centers down to two SunGard data centers—one as a primary data center and another customized for backup—ultimately reducing overall operating costs by \$1M per annum while improving service delivery and operational resiliency.

Enterprise Managed Services

SunGard's Enterprise Managed Services include management for every component of the IT infrastructure, from the physical network layer through the operating system, as well as optional Application Services.

Our delivery team is organized around a service-centric operating model, based on ITIL v3 and ITSM structure. We have focused teams specializing in monitoring, incident/change management and implementations. We also align proactive teams to focus on problem prevention/remediation, capacity management, business continuity, security and other related service support activities.

Our Enterprise Managed Services include:

- **Server Management Services**—to keep businesses up and running. Proactive administration, management, monitoring, reporting and support for the following Operating Systems: AIX, OS/400, HP/UX, Red Hat Linux, Microsoft Windows and Solaris, with the ability to support various virtualization platforms.
- **Storage and Backup Services**—to keep critical data updated, protected and available. Secure2Disk/Data Backup Services and SAN services, to support primary storage and information backup as well as data protection and compliance requirements.
- **Security Services**—for maximum protection of information assets. 24/7 monitoring, management and support including Managed Firewall Services, IDS/IPS Services, Managed Vulnerability Services, Identity and Access Management Services and VPN Services. Also, 24/7, anytime access to our certified technical, engineering and security specialists, at an affordable cost.
- **Network Services**—for reliable connectivity. Proven and reliable network connectivity (WAN, LAN and Internet) throughout the enterprise, with redundant and secure infrastructure solutions engineered for uninterrupted performance.

- **Monitoring and Reporting Services**—for optimal performance and uptime. Notification of performance issues and proactive testing of Web sites and applications, from our IT experts working around the clock.
- **Server Replication Services**—to keep mission-critical data safe. Activation, management, monitoring and problem-resolution to ensure data and application availability and speed up recovery time. Storage Replication Services are also available.

Also included:

- 24/7/365 Service Desk and Monitoring Services teams
- Portal access
- Equipment management
- Change management
- Space and power in resilient facilities

CASE IN POINT

Service-level assurances for critical customer needs

A major healthcare provider with more than 40,000 employees needed 100% uptime for its testing and diagnostic application to ensure the best patient care, and was frustrated with the response time of the system they had in place. SunGard was chosen on the strength of its dedicated account teams, speed to market, flexibility and responsive customer support. Now, instead of waiting months for a response, the organization counts on SunGard for its data center needs.

Application Services

Whether an organization is experiencing staff shortages and needs help deploying a new business application, or is simply shifting priorities, SunGard Application Services help ensure maximum reliability for critical applications and IT infrastructure. We provide ongoing administration, proactive monitoring and maintenance, and immediate support when issues arise. Our services can also help ensure that applications are architected and deployed correctly when implemented, to prevent issues down the road.

SunGard can manage database systems, ERP and CRM applications, as well as messaging and collaboration applications:

- Managed SAP and Oracle E-Business Suite Services
- Managed Database Services including Microsoft SQL and Oracle
- Managed Citrix Services
- Managed Exchange, Email Availability, Archiving and Protection Services
- Software Licensing Services

Our Restoration Services for Managed Services include the restoration of all servers, applications, network, and security devices that are supported by SunGard, to keep the business up and running in case of an outage. We also offer Remote Managed IT Services (RMITS), delivering managed services into your facility or a location of your choice. RMITS offers the same service portfolio of management and monitoring services to customers who need SunGard services but are unable to relocate their IT assets to a SunGard data center.

The Right IT Environment for Your Business, Now and in the Future

It has never been more vital for IT environments to have the agility to respond to dynamics in the marketplace. Trust SunGard's Enterprise Managed Services for optimal security, redundancy, flexibility and scalable, cost-effective options as your IT requirements expand or change.

About SunGard Availability Services

SunGard Availability Services provides disaster recovery services, managed IT services, information availability consulting services and business continuity management software to more than 10,000 customers in North America and Europe. With five million square feet of datacenter and operations space, SunGard assists IT organizations across virtually all industry and government sectors prepare for and recover from emergencies by helping them minimize their computer downtime and optimize their uptime. Through direct sales and channel partners, we help organizations ensure that their people and customers have uninterrupted access to the information systems they need in order to do business.

CASE IN POINT

A scalable solution for an expanding business

A human resources consulting company used by 75 percent of the Forbes Global 100 needed optimum availability to support its most critical application—an assessment tool accessed from 30 locations worldwide. The company chose SunGard for our local presence, our high-touch service delivery and the flexibility to add to their environment as they grew, without the need for up-front capacity planning.

To learn more, call
1.800.468.7483 to speak with a
SunGard representative, or visit
www.availability.sungard.com

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