



# SUNGARD INFORMATION AVAILABILITY SOLUTIONS

## Information Availability just the way you pictured it

To keep your business competitive, you've got to be able to count on optimal availability: on-demand access to your mission-critical applications and data, a complete recovery plan, and a roadmap for the future. A strong and resilient IT infrastructure makes it possible. But managing and maintaining that infrastructure on your own can drain your resources and get in the way of executing on your business and IT strategy. With margins and competition tighter than ever, you need a more efficient solution.

## Support your business processes as business is happening

Only SunGard offers a holistic, integrated approach that gives you the freedom to look beyond your day-to-day IT challenges. We'll get to know your business, assess your goals and needs, and develop a customized solution, drawing on our core offerings:

- Consulting Services
- Managed Services
- Recovery Services
- Business Continuity Management Software

The result? Greater IT efficiency and higher levels of availability, at a lower cost.

- Higher levels of availability
- A full range of integrated production hosting, recovery, consulting and continuity management software solutions
- Expertise, pressure-tested processes and proven results
- Cost advantage via on-demand capabilities
- A significant infrastructure footprint: local access to global capabilities
- Customer-defined support model: fully managed by SunGard or jointly managed by SunGard and your IT staff



**SunGard's comprehensive availability solutions address your most important IT concerns**

# PROCESS & SOLUTIONS

Through a proven, systematic process, we get to know your business and IT needs, then develop and implement a comprehensive solution.



- STEP 1**
- ### Analyze Business Requirements
- Understand key business issues such as strategic financial and operational goals
  - Analyze systems availability needs based on application and business process criticality and assign RTO and RPO goals
  - Identify potential IT risks
  - Evaluate resource requirements

- STEP 2**
- ### Determine IT Strategy
- Determine IT strategy along key components:
- Production availability
  - Storage management / Information Lifecycle Management [ILM]
  - Technology
  - People/process
  - Facilities, infrastructure

- STEP 3**
- ### Implement and Manage
- Implement and manage IT solutions leveraging our extensive experience and expertise, and delivering value through:
- Process excellence
  - Quality and cost of solution
  - Solution testing and validation
  - Ongoing maintenance

**RECOVERY SERVICES**

- IT/Systems Recovery
- Recovery Assistance/Testing Services
- Workforce Continuity
- AdvancedRecovery<sup>SM</sup>
- Colocation
- Managed Colocation
- Enterprise Managed Services
- Remote Managed IT Services

**MANAGED SERVICES**

**CONSULTING SERVICES**

- Assessments
- Strategy and Plan Development

**SOFTWARE**

- Business Continuity Management Software

# CASE IN POINT #1:

Here, for illustrative purposes, is an example of how the SunGard approach works.

**THE SITUATION**

A high-growth, medium-sized independent software vendor [ISV] that develops and sells financial services software to regional financial services companies. All application development is done in-house, and at outset this customer was hosting all their production applications, QA testing and development environments at their corporate facility.

**CONSULTING SERVICES**



**Analyze Business Requirements**

The company was looking to:

- Move from a traditional “packaged software” model to Software-as-a-Service (SaaS) on-demand
- Grow revenue by penetrating Fortune 500 and global markets
- Optimize margins and reduce costs by moving QA and testing offshore
- Focus on developing their core application, not hosting and managing IT infrastructure

Our Consulting Services professionals determined that to achieve its goals, the company needed:

- Access to cost-effective, scalable infrastructure, skills and resources
- Quicker time to market via on-demand infrastructure at a predictable cost
- Improved business continuity framework and IT security structure, as required and expected by larger Fortune 500 and global customers
- Formal and documented solutions for compliance

In addition, SunGard helped assess the customer’s position in some of the areas highlighted for improvement, through services such as Business Impact Analysis, Payment Card Industry (PCI) Compliance Assessment and a Web Application Assessment.

**MANAGED SERVICES**



**Determine IT Strategy/Implement and Manage**

- Hosting of the core financial SaaS application in one of SunGard’s Managed Services data centers, with management through the operating system level
- Network Services to provide flexible, tiered, on-demand bandwidth to support both SaaS customer access and access to offshore QA and test/development environments
- Hosting and full management of critical Tier 1 applications, including internal email
- Managed Security Services related to overall environment integrity, including secure access to corporate and offshore resources

**RECOVERY SERVICES**

- Coverage of all Tier 2 and 3 applications via a SunGard Recovery solution leveraging Server Replication Services and shared Systems Recovery
- Shared Workforce Continuity solution for application development employees supporting primary applications and key customer-facing support representatives

**THE RESULTS**

With access to cost effective scalable infrastructure and skills, coupled with reliable availability, service levels and predictable costs, the company is now able to:

- Reallocate key resources to focus on their core SaaS offering
- Lower their new customer acquisition costs
- Focus their efforts into expanding into global markets quickly

The SunGard team will work with you to craft an integrated solution addressing your specific needs, while also taking into account investments you have already made. If you have analyzed

your business requirements internally and are looking for a specific solution, we will work with you to develop alternatives that will help you improve your IT performance and optimize spend.

## CASE IN POINT #2

### THE SITUATION:

An emerging mortgage and equipment financing company felt overlooked by their current vendor and could not get a response to their inquiries from other major service providers. With limited resources in their IT department, they wanted a partner that would offer better pricing, services and support for their hosted environment. Being in the financial services sector, they also needed a vendor with certifications and standards in place.

### SunGard delivered:

- Facilities and processes that were SAS 70 Type II, ISO and PCI DSS certified
- A flexible pricing model vs. an “all-or-nothing” approach
- A blended IT operations and recovery solution to reduce overall costs
- A vendor-neutral, multi-platform environment that served as a viable second site solution for the company’s heterogeneous AS400 and Intel environment
- Complete server management and storage for their production and testing environments
- Security management including Managed Firewall, VPN and Data Backup Services
- A tiered recovery system that reduced the customer’s cost by 31%, compared to the previous solution

## CASE IN POINT #3

### THE SITUATION:

A large national healthcare services provider could not afford to take chances with system availability: a 48-72 hour period of system downtime would have a financial impact of up to \$40 million. Compliance with HIPAA and Sarbanes-Oxley was also a critical part of their information storage needs. Unfortunately, the company lacked the experienced staff needed to develop or measure a secure, compliant and reliable program.

### SunGard delivered:

- Managed Services for their production environment and mission-critical Tier 1 applications
- AdvancedRecovery<sup>SM</sup> data protection for their Tier 1-2 critical data
- A cost-effective and flexible “at time of disaster” Recovery Services solution for tier 2-3 applications plus critical hardware/network infrastructure
- A testable program that can provide consistent reports to executives and auditors
- An availability Service Level Agreement [SLA] to help support their compliance requirements

### Why SunGard?

Information availability has been our sole focus for over 30 years—longer than any other provider. SunGard Availability Services is a team of more than 2,500 employees serving more than 10,000 customers in North America and Europe.

Unlike providers selling point-solutions, SunGard chooses best-of-breed technologies to craft solutions that address your individual availability needs and help optimize your budgets.

Our solutions help businesses improve IT operations efficiency and save costs - and the diversity of our customers is proof that we deliver value to small enterprises as well as global organizations. Over half of our customers are small and medium enterprises; and, at the same time, more than 70% of Fortune 500 companies rely on our services. Manufacturing, Retail, Healthcare and Business Services are heavily represented, and we also support significant clients in Transportation, Communications and Utilities and Government industries.

### Make SunGard your partner in Information Availability.

With the widest range of Information Availability services in the industry, only SunGard can deliver a complete solution for your business—no matter what the availability requirements, from production through recovery.

If you're looking to enhance your organization's IT capabilities, SunGard Availability Services is a cost-effective solution. When you partner with SunGard, you leverage our deep expertise, pressure-tested processes and track record of success. This continued investment in our people, processes and technology allows us to deliver customer service excellence and provides our customers with an infrastructure that is reliable and secure.

To read more about our Information Availability Solutions, including Virtualization and Cloud offerings, as well as our approach to Sustainability and Green IT, call **1.800.468.7483** to speak with a SunGard representative, or visit [www.availability.sungard.com](http://www.availability.sungard.com)

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