

CUSTOMER SUCCESS STORY

Rapid Solutions Group Uses SunGard's Managed Services to Help Ensure Availability of Nationwide Office Network



Challenge:

Rapid Solutions Group (RSG) needed a data center that could meet their growing need for Disaster Recovery and Business Continuity across four locations.

SunGard Solution:

Managed Services for RSG's servers and network, as well as Disaster Recovery and Business Continuity solutions for its IT systems.

Rapid Solutions Group (RSG) is a leading provider of marketing support services to the financial services, healthcare, automotive, and other industries. With the largest distributive print network in the United States, RSG is revolutionizing personalized customer communications with digital print-on-demand technology and Internet-based solutions.

Three RSG locations handle production—printed output, inserting, mailing—and one of its sites handles financial processes. One site has IT infrastructure, and another site houses creative design.

Every site has client services and production operations.

“What we needed was a data center that has disaster recovery and business continuity across multiple locations,” says Bruce Parkey, Vice President and CIO. “We have four facilities—our headquarters in Melville, NY, and offices in Chicago, Kansas City, and Sacramento—and if any site went down, we would need to transfer data to another site immediately. Likewise, if our data center went down, we would need backup data for that data center. We needed a company that could provide us with true DR and redundancy.” >

“We needed to have a very secure environment.” Bruce Parkey, Vice President and CIO Rapid Solutions Group

“Everything we expected from SunGard, they delivered. They walk the walk.” Bruce Parkey, Vice President and CIO, Rapid Solutions Group

RSG's critical issues

Tighter regulations also drove RSG's search. The company's chief customers come predominantly from the healthcare and financial industries.

“We needed to have a very secure environment,” Parkey says. “We pass a great deal of sensitive data between customers, so we require a high level of security in place to ensure that information could not get into unsecured hands.” Customers also demand tighter security.

“Every customer these days wants security,” Parkey says. “This all changed in the last year or two. Now, just about every customer, every RFP, asks about security and disaster recovery. Every agreement that we sign today has a clause about how disaster recovery functions, how it's supported, and how it's tested every year.”

Of course, RSG also judged candidates by the traditional measures of price, customer service, and flexibility.

“We had a number of vendors, which we narrowed down to three,” recalls Parkey. “Then we chose SunGard. SunGard was probably the top in all three critical areas.”

No time to celebrate

RSG signed an agreement with SunGard at the end of April 2005, leaving the company about six months and one day to migrate from its then current provider.

“We provided dedicated project management and resources to perform discovery of the current RSG environment,” recalls SunGard Senior Account Executive Liz Spaker. “This project included getting a baseline of current applications and technical architectures, validation of SunGard's proposed

hardware configuration and services design, and Migration Strategy and Contingency Planning.”

SunGard planners started in May and completed their work two months later. In early August, SunGard ordered the necessary equipment.

“All solutions were in place to support a migration to SunGard facilities and services,” says Spaker, “We put this complex configuration in place—including all network components—tested it, and placed it into production in three months.”

SunGard and RSG completed the migration October 31st, meeting RSG's deadline, and conducted a successful DR failover test from St. Louis to Pittsburgh just three weeks after the migration.

The solution

The result was a fully hosted Managed Services site in SunGard's St. Louis facility and a backup site in Philadelphia. This includes management and monitoring of the network; hosting, monitoring and O/S management for mid-range systems and servers, along with load balancing; database management; recovery planning and procedures for fail over and fail back of RSG's entire configuration; SAN management; management of replication software; run-time computer operations support for RSG's applications; and backup management.

“One of the strong points is that everything we expected from SunGard, they delivered,” says Parkey. “They walk the walk. SunGard comes here for meetings and our team enjoys a strong working relationship with the people from SunGard.”

RSG is already looking into ways to make its network use more efficient, with SunGard's help.

For more information about SunGard Availability Services, visit www.availability.sungard.com or call 1-800-468-7483.

SUNGARD® Keeping People
Availability Services and Information
Connected.™

680 East Swedesford Road | Wayne, PA 19087
800-468-7483 | www.availability.sungard.com