

WORKFORCE CONTINUITY SERVICES

SunGard Availability Services help you recover not just your IT systems, but also the people and processes that keep you in business.

SunGard's Workforce Continuity Services are ideal for organizations that need alternate workspace, telecommunications capabilities, and IT resources to recover their business processes. These services include:

The ability for employees to resume productivity following a disaster.

SunGard offers complete Workforce Continuity resources—including space, equipment, and voice and data communications lines. Our recovery centers are equipped with the latest desktop and server hardware, and maintain a standardized desktop PC architecture in all facilities, creating a common operating environment. And with access to the SunGard Global Network, we can also address your network and telephony requirements.

A cost-effective alternative to in-house solutions.

SunGard makes substantial investments in Workforce Continuity resources. By leveraging SunGard's breadth of Workforce Continuity facilities, Mobile units, desktop PCs, office technology, and the infrastructure to seamlessly connect them all together, you avoid any initial capital outlay, as well as the ongoing resource requirements of an in-house approach.

High level of flexibility to meet your company's unique needs.

SunGard's Workforce Continuity Services can be tailored to meet your specific needs. Deploy your staff to one of our nearly 20,000 seats/positions located around the world. Or, have a Mobile Workplace unit delivered to your location.

Access to SunGard's recovery experience and expertise.

SunGard has helped clients recover from over 2,000 declared disasters. Our experts have the experience to help you successfully recover your end-users and the business processes they support.

SunGard offers a common PC operating environment across all Workforce Continuity facilities. We also provide robust voice recovery capabilities with on-site digital PBXs at most facilities. Utilize SunGard's desktop drive imaging services to dramatically reduce your desktop recovery time, and mitigate workforce productivity loss.

Service Specifications

SunGard's Workforce Continuity Services include facilities, PCs and servers, voice and network recovery:

Facilities

SunGard has the largest number of Workforce Continuity infrastructures in North America. Our Workforce Continuity facilities:

- Are available in various geographic locations, or can be delivered to your site via a Mobile Workplace unit
- Come fully-equipped with the office resources employees need to resume work

PCs and Servers

Our Workforce Continuity Services:

- Provide hardware technology, such as Intel-based PCs and servers to support your business processes
- Create a single source for equipment, services and support needed during tests and actual recoveries
- Or, utilize SunGard's Quick Ship solution which delivers/ships replacement hardware technology directly to a your location

Voice and Network Recovery

SunGard delivers connectivity for your systems and applications, as well as call center recovery. As part of your Workforce Continuity solution, SunGard:

- Delivers rapid, cost-effective network connectivity including Internet access

- Provides a fast, efficient means of recovering basic call center capabilities including digital call recording
- Delivers voice services via state-of-the-art, digital PBX units with the ability to redirect incoming calls directly to the recovery facility

In addition, SunGard provides specialized Trading Services including live market data for financial services organizations.

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 four 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. We help organizations ensure their people and customers have uninterrupted access to the information systems they need in order to do business. To learn more, visit www.availability.sungard.com. or call 1-800-468-7483.

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