



**SUNGARD**

AVAILABILITY SERVICES  
CONSULTING SERVICES





## TALENTED, EXPERT PEOPLE TO HELP YOU ACHIEVE RESILIENCE

*Information Availability that embraces business continuity is evidence of quality management processes; and not just an emergency service.*

*With SunGard Availability Services, you can access world class expertise and knowledge which spans five decades of experience.*

*And trust. The kind born from exemplary customer service, an unrivalled track record, 100% recovery success rate and multi-award winning services.*

*Scarce resources, climate change, economic pressure, growing regulatory requirements, increased outsourcing and technological advances are the key drivers for change in today's global business landscape.*

In this fast paced environment your business continues to be surrounded by external and internal threats, be they human, technological, competitive, environmental or terrorism. No matter how large or small your organisation, without robust, effective and tested continuity strategies in place – your business is at risk.



Some incidents are unavoidable. They can prevent production and your ability to reach customers, suppliers, stakeholders, prospects and staff. To maintain resilient operations your people need effective and timely access to data, systems and applications.

Business Continuity Management (BCM) and Information, Communications & Technology Continuity Management (ICT Continuity) can help your organisation mitigate risk and keep people and information connected by:

- Protecting people and assets
- Maintaining the ability to manage uninsurable risks
- Identifying and managing risks of business disruption
- Helping ensure availability of business critical information
- Protecting time critical business processes and applications
- Meeting legal and regulatory requirements
- Protecting shareholder value and reputation
- Identifying and managing supply chain risk
- Satisfying external requests for evidence of business resilience
- Potentially gaining competitive advantage by continuing a level of service in times of disruption.

## Integrated BCM and ICT Continuity Capability

SunGard has one aim: to keep your critical information and key people connected, no matter what.

To help you, we have some of the UK's most experienced and talented people who are both intellectually curious and place customers at the heart of our business. Whilst we pride ourselves on our unrivalled real-life recovery track record, we never forget the importance of listening carefully to your needs and opinions, so that we can produce exceptional results and value for your business.

## Specialists in what we do

Delivering continuity, availability and resilience is SunGard Availability Services' core business – we are specialist, focused, it's all that we do. And BCM and ICT Continuity are at the very heart of making sense of the solutions that will work best for your business.

Our Consulting Services are managed as independent projects, but are also embedded as part of a much wider continuity solution.

Effective BCM is essential to protecting your business operations. ICT Continuity supports the overall BCM process and helps ensure your systems are resilient and able to be recovered within predetermined timescales. SunGard has a unique knowledge base that provides end-to-end support and advice on all areas of BCM and ICT Continuity – including the relationship between the two disciplines.

We always start by determining your specific business needs, working collaboratively with you from the outset to identify and manage key issues and risks. Drawing from our breadth of experience we can develop a bespoke and workable solution that helps ensure your business is equipped and prepared for any eventuality.

Our advice is modelled on industry good practice so our services may be tailored to align with, comply or even exceed BS 25999:2\* depending on your appetite for risk and security and BS 25777\*\*.

\* British Standard BS 25999-2: 2007 Business Continuity Management Specification.

\*\*British Standard BS 25777:2008 ICT Continuity Management Code of Practice.



## BUSINESS CONTINUITY MANAGEMENT SERVICES

*“79% of people who had plans were forced to activate them last year”*

Chartered Management Institute  
March 2010

*BS 25999:2 provides detailed requirements to help facilitate the implementation of a comprehensive BC solution. SunGard can add value to all stages of the BCM Lifecycle irrespective of the maturity of your BCM programme. BC is a business driven and business owned management process that requires solid BCM expertise and knowledge. Our team of independent consultants provides a depth of experience spanning both the public and private sectors.*



## Supporting you through the complete BCM Lifecycle

### Understanding the organisation

For BC to be effective in any organisation, it is imperative to have a detailed understanding and analysis of your business. During this stage of the Lifecycle SunGard will work closely with your people in order to understand what is important to your business and what you need to consider when recovering. We will work with you to identify the most efficient and effective BC response.



### Determining BCM strategies

Once BC requirements are understood SunGard can draw on its five decades experience to help you identify a number of strategies to meet your BC requirements. This includes balancing your business and budgetary requirements to provide a 'fit for purpose' solution that considers people, process and technology. SunGard can also help you to identify any consequences of inaction.

### Developing and implementing a BCM response

Once your strategies have been agreed SunGard can support you in developing and implementing an appropriate BCM planning process. SunGard has unparalleled experience in the production and implementation of BCM plans, including incident management, business and IT recovery. We believe plans should be simple, clear and easy to use. They can be presented using various media, including SunGard's Continuity Management Solution (CMS), the BCM software tool with the industry leading LDRPS® at its heart.

### Exercising, maintaining and reviewing BCM arrangements

BC plans are not robust until they are exercised and rehearsed. Exercising not only confirms validity of plan data, but also provides essential awareness of roles and responsibilities within the process. From our experience, the lessons learned during exercising will help you justify the overall investment into BCM. SunGard can add significant value at this stage of the Lifecycle, as we can provide you with support across all areas of exercising, including incident management, business and IT recovery plans. Furthermore, SunGard can also provide valuable insight from our experience gained from managing thousands of real-life incidents.

### Embedding BCM in the organisation's culture

For BCM to be truly successful requires it to be embedded within your organisation's culture. Such culture change needs a clearly defined strategy, strong leadership, effective communication and buy-in from management and staff at every level. Having plans in place is not enough – they have to be understood and owned by your organisation.

SunGard can provide ongoing support in creating and sustaining a BCM culture. This can be achieved by transferring skills through the BCM Lifecycle process, training staff at all levels and developing awareness programmes. This process helps ensure your people will have both the tools and confidence to respond effectively to any business interruption, at any time.



## ICT CONTINUITY MANAGEMENT SERVICES

“[SunGard] has a sizeable consulting organisation that supports the full BCP/DRP life cycle.”

The Forrester Wave™ Disaster Recovery Service Providers, 2010 Forrester Research inc

*BS 25777, the British Standard for ICT, provides a Code of Practice to assist with the implementation of an ICT Continuity solution that underpins your BCM system. SunGard has a proven track record in implementing resilient ICT solutions combining good practice with expertise that will support you in achieving strategic alignment of IT and business. Our highly experienced team of consultants will support you across the range of ICT programmes, including migrations, implementations, technology changes and new initiatives.*



## Supporting you through the complete ICT Continuity Lifecycle

### Understanding ICT Continuity requirements

For ICT Continuity to be effective in supporting your BCM strategy it is important to understand your current ICT capability and whether it fully supports your current business requirements. SunGard's experienced ICT professionals can assist you in identifying recovery priorities, Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for each ICT service. This process helps enable gaps between your capability and business requirements to be fully identified.

### Determining ICT Continuity strategies

Once your ICT Capability and BC requirements are understood, SunGard can assist with the evaluation and recommendations of ICT Continuity management strategies. Our consultants can provide you with unparalleled experience in determining appropriate ICT strategies that will deliver the required level of resilience and continuity for your business. The resultant strategies will balance your risk appetite against available budget, resources and current technology.

### Developing and implementing ICT Continuity strategies

Once your ICT strategy gains management approval, SunGard can fully assist you in the planning and implementation of the continuity solution for each ICT service. SunGard has experience in delivering ICT Continuity solutions that will fully support you in addressing any people, process and technology requirements. This includes all skills training, documentation and technology deployment projects. All projects are managed and tracked using SunGard's proven and structured project management methodology.

### Exercising, testing, maintaining and reviewing

Testing ICT Continuity solutions helps ensure that your strategies work, as and when required, thus providing assurance to the business and stakeholders that strategies and procedures are robust. From our experience, testing should not only test recovery capability, but also confirm that each ICT service is either protected or can be recovered – regardless of incident – to the level required by the business (e.g. meeting your predetermined RPOs and RTOs).

Continued maintenance and review of ICT Continuity plans and strategies is essential to remaining resilient as your business evolves.



*Listening to you and understanding your business needs is the first rule of our engagement. We marry your objectives with our know-how to deliver a solution based on authority and partnership.*



## OUR SERVICES

### Overview of BCM Services

- BCM Programme Management (Policy Definition)
- BS 25999:2 Gap Analysis
- Business Impact Analysis
- BCM Risk Assessment
- Supply Chain Review
- Continuity Strategy Definition
- Developing and Implementing a BCM Response
- Incident Management
- Managed Testing
- HR Planning
- BCM Training and Awareness.

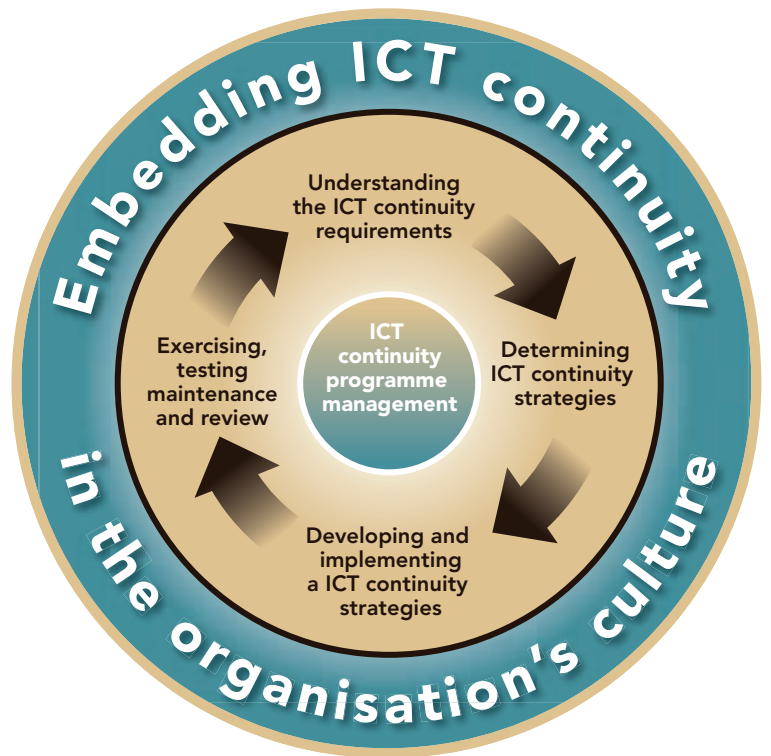


*Buying from an industry leader has always been a sound procurement policy. When it comes to Business and ICT Continuity Consulting you would be hard pressed to find another provider more experienced and trusted than SunGard.*



## Overview of ICT Continuity Services

- ICT Resilience Review and IT Capability
- Network/Infrastructure Assessment
- Security Audit
- Penetration Testing
- Social Engineering
- Technical Recovery Assessment
- Technical Recovery Documentation
- PCI/ DSS Compliance
- Virtualisation Assessment
- Infrastructure Feasibility Assessment
- Backup/ Storage Assessment
- Vaulting Assessment
- Data Profiling and Trend Analysis
- Exchange Server Services.





## WHY SUNGARD?

- **Results** – With a 100% recovery success track record based on handling over 3,400 invocations worldwide, our value and performance is unrivalled.
- **Specialist** – Unlike our competitors, Information Availability and business resilience is all we do, which is why we do it better than anyone else. Customers benefit from practical lessons learnt from five decades of customer support.
- **Experience** – SunGard has been delivering BCM and ICT Continuity solutions since 1978 to all industry sectors.
- **Trusted Partner** – SunGard is retained by hundreds of Government and business organisations in the UK including: Baillie Gifford, BDO Stoy Hayward LLP, Centrica, ICAP Management Services, Irwin Mitchell, London School of Economics, Northgate Information Solutions, Sainsbury's, Smiths plc, TNT, Virgin Media and Weightmans.
- **Good Practice** – SunGard was the first continuity provider in the world to become BS 25999 certified, whilst our UK Technology Centres are SAS 70 compliant. Our consulting approach is aligned with the requirements of BS 25999, BS 25777, FSA/Bank of England Guidelines and the Federal Financial Institutions Examination Council (FFIEC).
- **Comprehensive** – Our services span all areas of BCM, including ICT continuity, to help keep your key people and critical information connected.
- **Global Reach** – SunGard has the capability to deliver global consulting programmes and has access to over 300 BC and resilience consultants worldwide.
- **Flexible** – Our services will meet your BCM requirements however mature your current programme is.



- **Award Winning** – Year-on-year recognition for excellence and innovation:
  - **CIR Business Continuity Awards** – Business Continuity Service Provider of the Year 2010, 2009, 2006, 2005, 2002, 2000, 1999; Excellence in Infrastructure Management 2010; 10 Year Anniversary Award for Excellence in Business Continuity 2008; Business Continuity Consultant 2006.
  - **Financial-i Leaders in Innovation Awards** – Best & Most Innovative Disaster Recovery & Business Continuity Supplier 2009, 2008, 2007
  - **OpRisk & Compliance** – Business Continuity Strategy & Planning Software 2007; Business Continuity Planning Software 2007 (joint).



### **SunGard Availability Services**

SunGard Availability Services delivers secure, resilient IT infrastructure and organisational availability services through a unique combination of scalable, managed IT production environments and Workplace Recovery centres, with the added benefit of remote access solutions for your workforce: Connected via our private network across our multiple locations and all supported by experience gained from five decades of keeping businesses resilient.

### **Managed Services**

SunGard's Managed Services give you the IT resources and skills you need to ensure availability, reliability, security and cost-efficiency. Yet we leave you in full control of the systems, applications and data that drive your business forward. Meanwhile our enterprise-class Infrastructure as a Service 'private cloud' delivers computing power, data storage, security and connectivity for almost zero CAPEX.

### **Consulting Services**

We help you get risks under control, thereby safeguarding your profits, operations, customers and reputation by leveraging our industry-acknowledged operational risk management expertise. From business continuity management to the full lifecycle of technological solutions, we deliver results unique to your business because our start point is always your business needs

### **Recovery Services**

Interruptions to business are difficult to predict, but SunGard customers know that when disaster strikes, they are always ready. With the widest range of effective solutions SunGard ensures that any business impact is minimised, returning you quickly back to business as usual.

### **BCM Software**

Our industry leading suite of BCM Software allows you to develop a world-class BCM regime, to manage your preparedness, and any business interruptions you experience. It ensures your staff and customers are fully informed, and that the right people and resources are deployed at the right time.

[www.sungard.co.uk](http://www.sungard.co.uk)

## **SUNGARD®**

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### **Information Availability you can trust**

SunGard Availability Services understands how vital Information Availability is to protecting key operations, servicing customers, preserving reputation, maintaining profitability and engendering stakeholder confidence. Over 10,000 customers trust us to keep their people and information connected. Trust us to do the same for you.