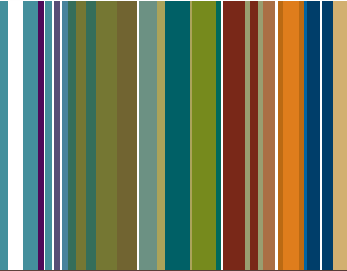
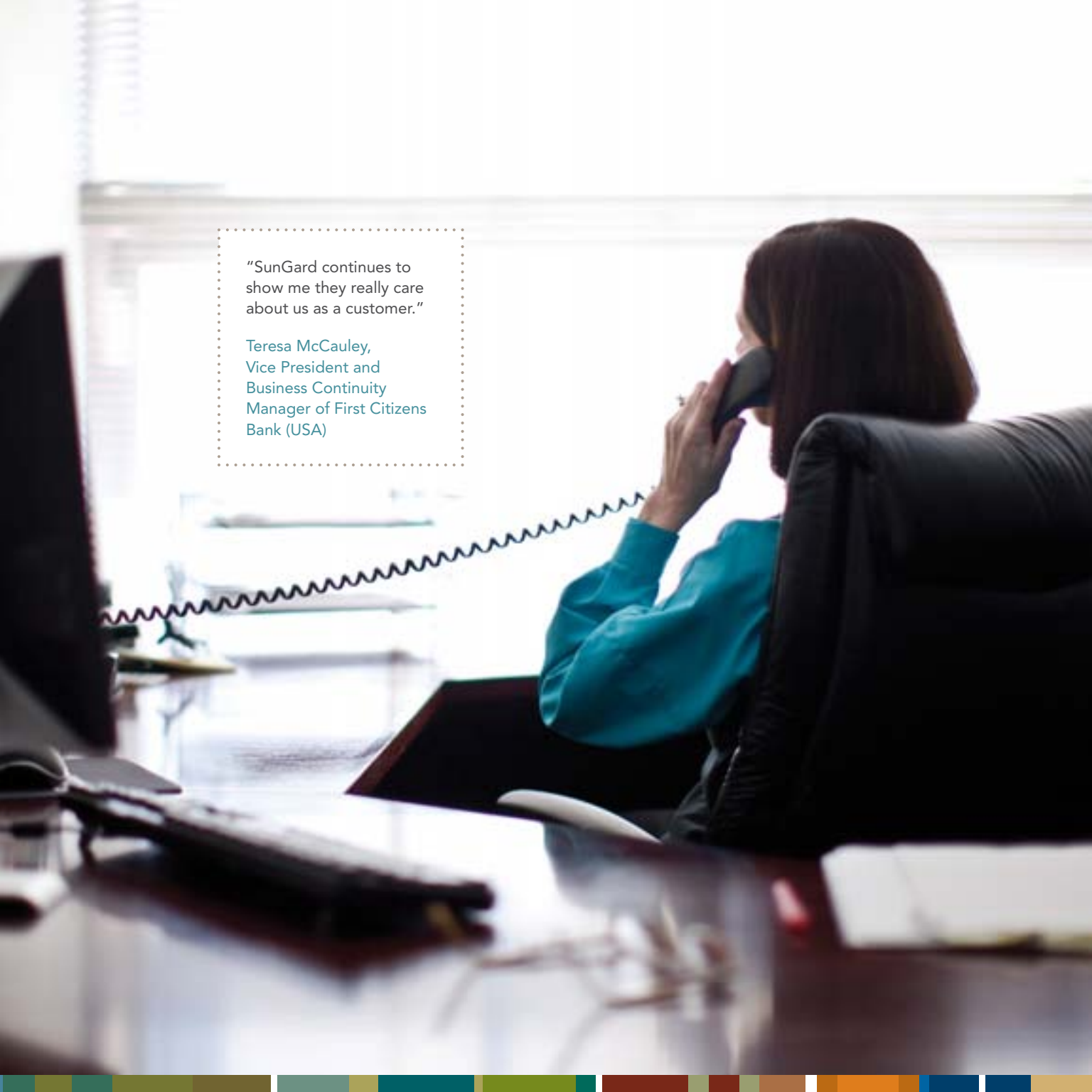




**SUNGARD** AVAILABILITY SERVICES



A woman with dark hair, wearing a teal long-sleeved shirt, is seated in a black office chair. She is holding a black corded telephone receiver to her ear. The background is a bright, out-of-focus office environment with a window and a desk. A dotted-line box encloses the text and name on the left side of the image.

"SunGard continues to show me they really care about us as a customer."

Teresa McCauley,  
Vice President and  
Business Continuity  
Manager of First Citizens  
Bank (USA)

## EVERYONE RELIES ON YOU. WHO DO YOU RELY ON?

Try naming a business function or corporate department that doesn't depend entirely on the effective and efficient operation of information technology (IT) resources. It really can't be done. It is just as difficult to imagine a time when marketplace pressures have demanded more of IT than they do now. Today, less-than-optimal performance from data centers or storage servers has quick consequences for the business operations they support. And unplanned downtime of any kind is unthinkable.

**Put simply: IT availability, in the broadest sense of the term, has become a competitive essential.**

But not everyone interprets the term in the same way. The difference in interpretations is helping to widen the gap between top-performing companies and others in their industries. On the one hand, the conventional view of IT availability concentrates on established ideas about disaster preparedness and rapid recovery—concepts that remain valid but are inadequate for supporting fast-moving organizations today.

On the other hand, we find that leading companies have a markedly different view of availability—a more expansive view that helps them ensure the highest levels of IT performance across the board and around the clock. Their top managers pinpoint operational excellence as one of their most pressing priorities. They emphasize cost reductions and efficiency regardless of economic climate. They think about availability in terms of peak loads, high efficiency, cost-effectiveness, shared services, green IT, mobile computing and more. Then they go further, wrapping these individual concepts into a unified and systematic approach to IT availability. We know this because most of these top performers are SunGard customers.

We know this because many other organizations—small and mid-sized as well as Fortune 500 corporations—are turning to SunGard Availability Services to attain the levels of IT reliability that are hallmarks of the high performers.

And we know it because availability is, quite literally, our middle name.



"SunGard's ability to help ensure maximum availability for our mission-critical systems is an integral part of achieving our security objectives."

Michael Campbell,  
CEO, Arch Chemicals (USA)

## ALWAYS INNOVATING, ALWAYS CONNECTED, ALWAYS RELEVANT.

### Over 10,000 companies rely on SunGard.

Why rely on SunGard? You can trust us to get it right. We take extreme pride in our 100% success rate supporting customer recoveries—over more than 30 years in business—and our continued ability to answer your needs in an ever-changing industry. Our culture is centered around meeting our obligations, and we have a passion to provide outstanding customer service.

Whether the requirement is to help ensure that your sales representatives can always access their e-mail while on the road, or whether it calls for comprehensive plans to deal with global pandemics, SunGard has the resources, the competencies and the experience to manage it well.

Our objective is to guarantee that your applications, data and systems will always be up and running—and operating at peak efficiency. We want to ensure that you get the right solution for your current needs while retaining the flexibility to adapt and grow as your requirements change. So we've spent the past three decades listening closely to our customers' needs, developing a resilient infrastructure and providing flexible, powerful solutions to help address those needs.

**Today, we offer an unparalleled range of cost-effective IT availability services**, including comprehensive turnkey infrastructure management services, consulting and recovery services and business continuity management software—all customized to what your organization needs.

**The diversity of our customer base is living proof of the broad range of benefits our solutions provide**; over half of our customers are small and medium enterprises, and more than 70% of Fortune 100 companies rely on our services. Financial Services, Manufacturing, Retail, Healthcare and Business Services industries are heavily represented, and we have significant customers from the Transportation, Telecommunications and Utilities and Government sectors.

**Our flexible support model gives you options for today and tomorrow.** If the past few decades working with customers and technology have taught us anything, it is that change is the only constant. To stay ahead of our customers' evolving needs, we continue to innovate and develop our infrastructure and services supported by substantial investments. 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 breadth of availability solutions SunGard provides is something you cannot get with other providers.

**We also know you'd like to make the planet considerably cleaner and greener than you found it.** That's why our portfolio of services contains a set of solutions that leverage shared high-intensity IT resources. With these options, our customers don't have to utilize redundant servers and electrical power in order to create backup environments. SunGard itself is an aggressive adopter of green technology, continually researching and implementing best-of-breed components for our infrastructure and systems.

- More than 10,000 customers worldwide
- 100% success rate supporting customer recoveries over more than 30 years in business
- Over 5 million square feet of operations space
- More than 80 highly resilient facilities worldwide
- A dedicated, redundant global network
- More than 25,000 workplace end-user positions worldwide
- Over 40 mobile recovery units, globally
- Supporting more than 30 platforms, including virtualized environments
- Operational structure and best practices backed by ITILv3 service-centric model, SAS 70 Type II and ISO9001 certification and PCI DSS-compliant facilities and processes
- Seven-time winner of the *Business Continuity Service Provider of the Year* award
- 2008 winner of the *Outstanding Excellence in Business Continuity and the Data Centre Strategy of the Year* award



"If a branch loses power for a few hours or if there's a big snowstorm, [the plan] will help us deal with that and keep operating. It can cover something very small, but also the large catastrophe that you hope never happens."

John Kubinsky,  
Senior Vice President,  
AmeriServ Financial (USA)



5 million square  
feet of secure  
operations space

More than 40  
immediately  
deployable mobile  
data recovery centers

## WE'RE WHERE YOU NEED US, WHEN YOU NEED US.

Where is SunGard? We are everywhere you need us to be. Our dedicated network backbone connects over 5 million square feet of secure operations space in North America and Europe, to offer you the reliable infrastructure you need. More than 40 immediately deployable mobile data recovery centers and over 80 hardened facilities offer local access and convenience.

What does this mean for you? Your business can rely on SunGard, whether you are supporting a multinational corporation looking to address global demands, or a local company that needs continuous access to all communications.



More than 80  
state-of-the-  
art hardened  
facilities

"It was imperative that we found the right partner to protect and help ensure 24/7 availability of our critical systems. Having been out to tender, the decision to work with SunGard to improve our resilience was a fairly simple one; it had the best infrastructure and technological solutions, and we were very impressed by its people and support processes.

The events of 7/7 brought home to us the importance of having alternative backup sites away from our campus in central London. We are now very much leading the way amongst our peers by adopting an outsourced and multi-location approach to data recovery. Using SunGard's Technology Centres, we have an extremely high level of resilience without needing to worry about power supply and air cooling, which were becoming major and expensive concerns."

Adrian Ellison, Assistant Director of IT Services,  
The London School of Economics (UK)

More than 25,000  
end-user positions  
worldwide

A resilient global  
private network

"The thing I liked most about SunGard then is the thing I still like the most, their flexibility."

Dennis Hayman,  
Computer Operations  
Supervisor and IT  
Disaster Recovery  
Coordinator, Utica  
National (USA)



## OUR SOLUTIONS ARE AS UNIQUE AS YOUR IT NEEDS.

At SunGard we are focused on delivering value based on the strategic imperatives and objectives of each customer. Our services are scalable, flexible and customizable. We have the broadest portfolio of solutions in the industry, guaranteeing that your needs won't be limited by infrastructure, technical requirements or complexity.

SunGard's focus is on availability—the services we offer, whether used individually or together, keep your business running so you can focus on keeping your business obligations.

## Recovery Services — AdvancedRecovery<sup>SM</sup>

SunGard offers a broad range of recovery solutions to address your organization's specific application and business process availability needs. For mission-critical applications, our AdvancedRecovery<sup>SM</sup> services provide high availability using replication and disk-based backup technologies. For applications and systems that are supporting less time-sensitive business functions, we provide tape-based hot-site services—an affordable solution that leverages shared infrastructure resources and provides off-site recovery capabilities. SunGard's recovery services support both physical and virtual platforms, leverage cloud-based delivery models and offer fully managed as well as customer-managed options.

Our AdvancedRecovery<sup>SM</sup> solutions combine basic systems recovery services with customer-dedicated data storage resources to help customers recover key information and systems in the event of an unplanned interruption, such as a major system failure, significant power or communication outage, security breach, terrorist attack, fire, flood or other natural disaster. AdvancedRecovery<sup>SM</sup> solutions enable customers to continuously back up their data to one of our facilities using SunGard's network backbone and offer managed failover and failback options to help minimize data loss.

SunGard has successfully supported thousands of recoveries to date. And to help ensure our customers are prepared, we assist them with their recovery testing efforts, completing more than 100,000 tests over the last decade alone.

In addition to systems availability solutions, SunGard's Workforce Continuity services offer alternate workspace, telecommunications capabilities and IT resources to help you recover and re-establish your business. Our customers have access to over 25,000 positions in sophisticated recovery real estate, all connected by SunGard's advanced continuity network. Whether deploying your staff to one of our recovery centers located around the globe or delivering a mobile unit to your site, our Workforce Continuity Services can be tailored to your specific needs.

Here's how one of our European customers is taking advantage of SunGard's broad range of services. Established in 1869, Sainsbury's is one of the UK's leading food retailers, with interests in financial services via Sainsbury's Bank. To deliver on a decades-long commitment to availability and continuity and to provide key employees with access to critical applications and communications essential to supporting Sainsbury's outlets and banking functions, Sainsbury's contracts to nationwide Workforce Continuity for several hundred users, as well as managed services, all supported by SunGard's network infrastructure. The secure network backbone allows SunGard personnel at other recovery locations to provide additional remote support to the local staff in cases of major incidents, regardless of location. This not only provides a unique inter-service proposition that enables customers to exploit the rich recovery capability SunGard has at its disposal, but also powers "rollback" to alternative SunGard sites—in cases of major incidents or multiple invocations—with no loss of service experience.

## Managed Services — AdvancedHosting<sup>SM</sup>

SunGard's managed services take the burden off you when protecting your IT and information assets. With our managed services solutions, your business gets comprehensive, scalable services and cost-effective access to infrastructure and skills.

We help our customers achieve improved systems performance, avoid capital outlays and benefit from lower operational expenses. Our services also enable a significantly shorter time to market through swift deployment of new applications, providing fast-growing organizations with the flexibility and reliability needed to win in a competitive marketplace.

Our AdvancedHosting<sup>SM</sup> solutions deliver a full range of services that meet each customer's unique requirements, from local access to standardized colocation to fully managed, end-to-end infrastructure solutions and integrated production and recovery options. SunGard's solutions support both physical and virtual platforms and are backed by our private global network linking more than 80 highly resilient state-of-the-art facilities. SunGard can also provide its managed services remotely, at your data center.

The managed services portal provides customers visibility into essential information such as infrastructure performance, problem and change activity, account information and more. Our Services Desk and Monitoring Services Team ensure 24/7 customer support, proactive notification and fast problem resolution.



## Consulting

Long-term planning is critical to success, but often suffers due to urgent tasks and emergencies.

Consulting is a key component of our approach—we help clients identify risks, develop strategies and implement and maintain solutions. Our consulting expertise in business continuity and disaster recovery, data center technologies, storage, security and compliance is a product of our experience and continuous learning process. We use these insights to continuously sharpen our problem-solving skills and better understand your needs, provide effective and responsive solutions, transform your IT operations and improve results.

## Business Continuity Management Software

Business continuity management software gives your organization a single source for end-to-end disaster recovery and business continuity planning and support. By utilizing SunGard's all-in-one Continuity Management Solution, customers can automate business continuity processes, while leveraging the expert guidance and best practices that we use as the foundation for this offering.

The modular approach to our business continuity management suite allows organizations to start with a single key process and add functionality as needed. For example, you can start with SunGard's Living Disaster Recovery Planning System (LDRPS®)—a module that helps customers develop strategic plans to maintain access to mission-critical systems and data—while maintaining the flexibility to add components supporting other aspects of your business continuity strategy and execution at a later time.

We provide the software tools to automate your business continuity plan—and keep it up-to-date. We are unmatched when it comes to expertise, scale and resources dedicated to customer support.

Rapid Solutions Group (RSG), a leading provider of marketing support services to the financial services, healthcare and automotive industries, trusted SunGard to address its growing need for disaster recovery and business continuity across four locations. Boasting the largest distributive print network in the nation, RSG specializes in customer communications with digital print-on-demand technology and Internet-based solutions. SunGard had only six months to migrate all RSG's information from its previous provider. The result was a fully hosted managed services site in SunGard's St. Louis facility and a backup site in Philadelphia that includes management and monitoring of the network; hosting and database management; and recovery planning, procedures and backup management.





## WE CAN HELP YOU BECOME MORE AGILE.

Improving IT operations performance while reducing costs is a daunting task for many CIOs, yet it is a pervasive business requisite. You can rely on SunGard to help you become more agile. Our services help improve your IT efficiency while enhancing the resilience and security of your environment.

SunGard consulting services can work with you to uncover areas where cost savings are possible—for example, our experts will assess the impact of virtualization technology on your IT environment, estimate expected savings and lay out plans for implementation. Our Data Center and IT Consulting team can help evaluate the financial benefits of data center consolidation options, as well as support your team through data center migrations. The SunGard Storage Optimization Consulting practice can help improve operational IT efficiency by as much as 50 percent, leading customers through a five-step process to optimize data storage, server design and enterprise resource management.

By using our managed and recovery services, you gain affordable access to skilled resources and enterprise-class technologies at a lower cost than dedicated internal assets. Our broad portfolio of services enables us to design solutions that address your individual needs; the SunGard Solutions Engineering team will match technologies and levels of service to application and business process criticality, thus providing the availability you need without the risk of overpaying for expensive point-solutions.

Our infrastructure supports yours, and our investments benefit your business—we invest hundreds of millions of dollars every year to enhance our capabilities—from tools and skilled personnel, to data centers and technologies.

## RELY ON US.

More than 10,000 organizations worldwide can tell you that SunGard Availability Services is the trusted high-performance partner they need to ensure that their IT operations never let them down—and always keep them at the top of their game.

They can speak to SunGard's ability to ensure optimal operational performance, the highest levels of Information Availability and—it goes without saying—extremely rapid and complete recovery from unplanned interruptions.

Whether yours is a small company serving local markets, a dynamic mid-size enterprise or a large multinational organization, you will benefit from responsive, customized solutions from SunGard that help increase the efficiency of your IT operations and augment the value that information technology provides to the business.

## ISN'T IT TIME YOU RELIED ON US, TOO?

To learn more about how to keep your people and information connected at all times, visit [www.sungardas.com](http://www.sungardas.com) or call 1-800-468-7483.

A man in a light blue button-down shirt is standing in a server room, looking at a rack of server equipment. He is reaching out with his right hand towards the front panel of one of the server units. The server racks are filled with various components, including drives and network ports. The background is slightly blurred, showing a window and the overall environment of a data center.

"We do look at SunGard as the industry leader and we hope they can assist our move into the future and help us achieve strategic objectives ... We look at SunGard as a partner."

Kash Basavappa,  
Senior Vice President  
and CIO,  
MaineGeneral (USA)

[www.sungardas.com](http://www.sungardas.com)

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