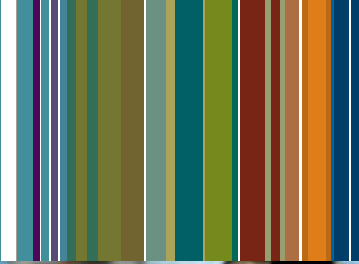




SUNGARD

AVAILABILITY SERVICES
RECOVERY SERVICES





NO ONE CAN AFFORD DOWNTIME – ESPECIALLY NOW

With business confidence increasing, surviving a disaster at a time when organisations are trying to source and create sustainable business value is critical.

In addition to the natural disasters that affect business, restructuring, mergers, acquisitions, disposals and process optimisation all increase risk by introducing new potential points of failure. The last thing you need is a disruption that wipes out the value you're trying to create. **When a business is unavailable for just 24 hours, research* shows that almost half its customers will assume it has folded and take their business elsewhere.**

* Information Availability Generation' survey conducted by YouGov for SunGard Availability Services – November 2008.

RECOVERY SERVICES AT A GLANCE

Workplace Recovery

Whether you need IT equipment, specialist technical skills or a temporary home from home for your workforce, SunGard can provide you with as much or as little help as you need to recover quickly and effectively from a disaster.

- **Fixed site** – With over 13,800 positions at more than 20 high specification Workplace Recovery centres, SunGard has the **largest workplace capability in the UK**. Our recovery centres are fully equipped with the latest technology and communications systems to keep you in business when your own premises are unavailable. We are able to restore your entire telephony system including Direct Dial Inbound (DDI) numbers to give you full contact centre, dealing and back office capabilities in minutes rather than hours; even when multiple recoveries are in progress at the same centre. **Our approach to Telephony Recovery is unique in our industry.**
- **Recover Anywhere** – A new service model using a virtualised desktop and softphone that extends recovery further into your business. It offers a full IT workstation experience without the need to deploy any physical assets. Staff can work remotely and fully participate in your operations to help resume near normal levels of productivity faster.



- **Mobile Recovery** – If you can't come to us, we'll come to you. SunGard can deliver self-contained mobile units equipped with power, air conditioning and PBXs to house key IT staff and recovery servers to your own site or a pre-determined recovery location. Your mobile unit could be with you in as little as **8 hours** and kept for up to 13 weeks.
- **Long-term Recovery** – When your premises are going to be out of action for more than three months SunGard can deliver an alternative workplace. The units can be delivered **within 24 hours – 5 days, depending on their size, for indefinite use**. The modular buildings can house up to 300 office staff or a data centre and are designed for customers who either own land or can obtain permission to install temporary buildings on site. The facility can be fitted out with all the office technology and telephony you need, along with power and air conditioning.

Infrastructure Recovery

Sometimes an incident occurs that affects your operations but is not serious enough to justify relocating to one of our Workplace Recovery centres. Delivered in 24 hours, SunGard's Infrastructure Recovery service can be called upon to **deliver power to your building** along with air conditioning, diesel generators, uninterruptible power supply (UPS) and rapid portable structured cabling.

Technology Recovery

You will have invested time and money integrating the servers and systems that run your critical business applications but it's unlikely that you maintain a pool of spares. In the event of a disruption how quickly would you be able to get them working again and recover your data?

SunGard offers an array of Technology Recovery solutions ranging from a single replacement server to a fully configured Workplace and CER. Whatever the platform, **we can provide all the technology support you need to maintain your physical and virtual environments**, whether that's in your own premises or one of our Fixed, Mobile or Long-term data centres.

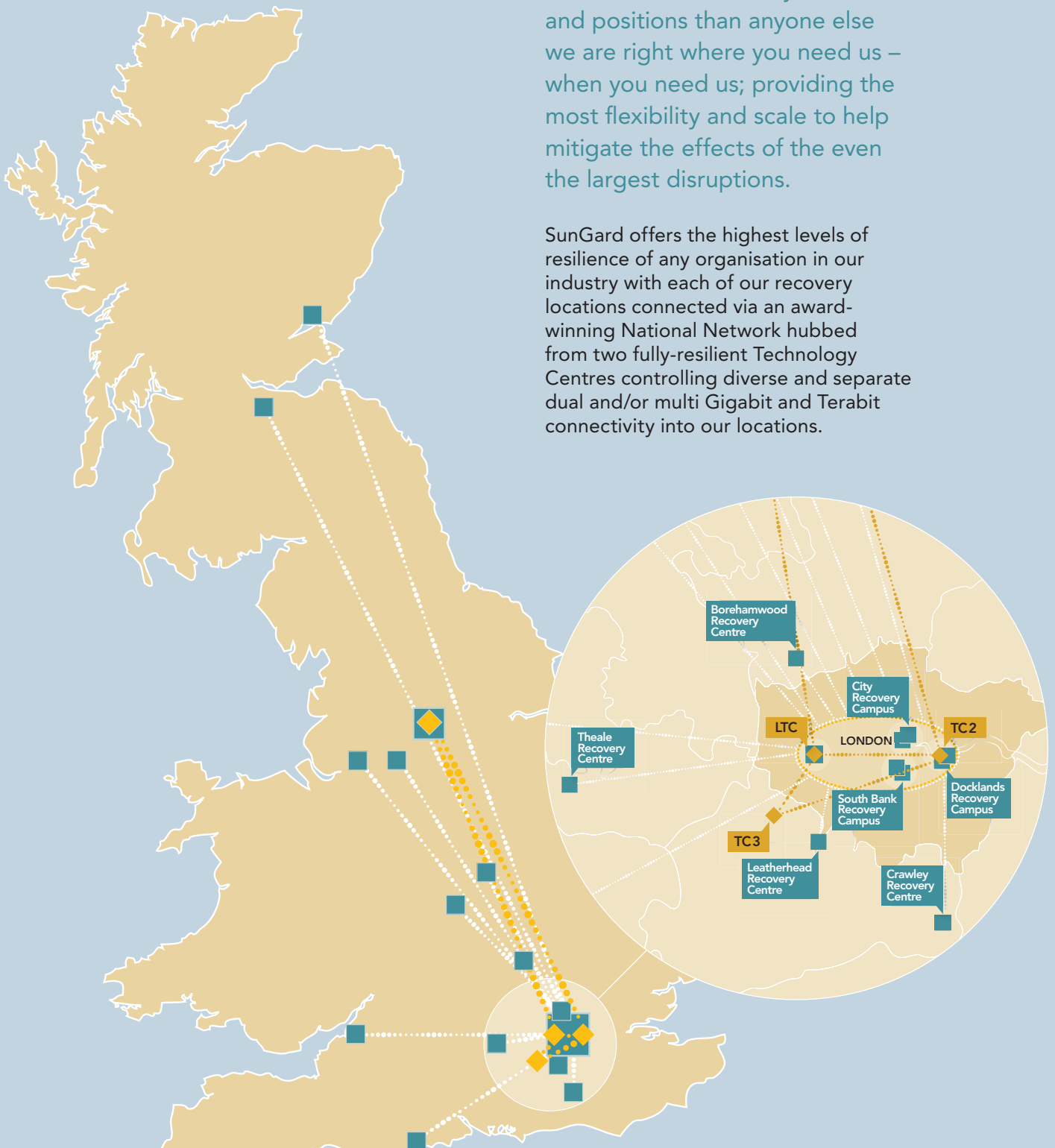
Enhanced Recovery

This service is designed for customers who cannot justify a managed recovery service but want faster Technology Recovery for a modest incremental cost. SunGard can typically **save your business an entire business day** by pre-configuring your recovery servers with live server images. By eliminating travel, administration, server configuration and set up time, your recovery can begin the minute you call.

SUNGARD'S UK NATIONAL NETWORK OF RECOVERY SERVICES

With more UK recovery locations and positions than anyone else – when you need us; providing the most flexibility and scale to help mitigate the effects of the even the largest disruptions.

SunGard offers the highest levels of resilience of any organisation in our industry with each of our recovery locations connected via an award-winning National Network hubbed from two fully-resilient Technology Centres controlling diverse and separate dual and/or multi Gigabit and Terabit connectivity into our locations.



Key

- ◆ Fully Resilient Technology Centre
- Workplace Recovery Centre
- Dual diverse multi-Gigabit links†
- Fully resilient triangulated Technology Centre network

MEASURING SUNGARD'S CAPABILITY EXPERTISE AND EXPERIENCE

UK Workplace Recovery Centres

- 20 Workplace Recovery locations throughout the UK, with more being added all the time
- 13,800 workplace positions, 8,900 of which are in the London area
- 107,000 sq ft of secure computer equipment room (CER) space
- IP telephony at every site
- Dual diverse multi-Gigabit links between Workplace Recovery sites[†]
- Standardised security system nationwide
- 10 minutes to recover typical telephony PBXs (inbound).

UK Resilient Technology Centres

- 4 highly resilient Technology Centres
- 253,000 sq ft of resilient data centre space
- Dual diverse multi-Terabit links between London Technology Centres
- Standardised security system nationwide
- 10 Mobile Recovery units.

Technology Recovery

- Standardised technology deployed nationwide
- 800 Technology Recovery assets from disks, tape and libraries to servers and mainframes
- 28,000 miles of recovery network globally.

Experience and Expertise

- 3,500 man years of experience handling over 3,400 invocations with 100% success
- 5,000+ business recovery plans created by our expert in-house consultants
- 260+ recovery specialists
- 10,000 customers worldwide
- 100,000 recovery tests supported
- 10,000 business continuity management projects undertaken.



Planning

- Continuity Management Solution – SunGard's industry leading, award-winning Business Continuity Management Software
- Number 1 – SunGard is the first and only full service provider certified to BS 25999.

This, plus an unequalled track record – Voted Business Continuity Service Provider an unprecedented SEVEN times: 2010, 2009, 2006, 2005, 2002, 2000, 1999 (Finalist: 2008, 2007, 2004, 2001) and only winner of the 10th Anniversary Award for Outstanding Excellence in Business Continuity 2008*.

* Continuity, Insurance & Risk's annual Business Continuity Awards

† Currently excluding Dundee and Milton Keynes



SURVIVE AND THRIVE

SunGard's Recovery Services can help you to mitigate risks and place your business in a good position to survive and thrive. **By adding SunGard to your business, you are adding a powerful value add component that when marketed to your customers helps to differentiate your business as premier supplier with excellent management processes and systems.**

Northgate Information Systems is a SunGard customer, who survived the Buncefield Oil depot blast on December 10th 2005. With our help, they not only recovered and executed a £1.4bn payroll run for 186 customers in time for Christmas; in the subsequent years they went on to double in size three times.





WHY CHOOSE SUNGARD'S RECOVERY SERVICES?

SunGard's Recovery Services are a premier recovery offering that ensures your people and information reconnect as fast as possible following a disruption. These services have an unblemished 100% recovery success rate. SunGard leaves nothing to chance which is why so many business' and public sector organisations entrust us to help recover their business.

"The 24/7 news and media channels have an insatiable hunger for economic bad news stories which can result in a minor disruption being portrayed as total business failure."

BECAUSE THEY GIVE YOU

Confidence and peace of mind

When seeking a partner to ensure the availability of your business, choose one that can demonstrate a 100% recovery track record. SunGard Availability Services has helped more customers through more business interruptions than any other provider anywhere in the world, including over 1,100 in the UK alone.

Robust processes and systems

Our five decades of experience have shaped our robust infrastructure, management, recovery processes and systems, enabling us to cope with the most challenging disruptions on the largest of scales. As the acknowledged market leader, SunGard was the first and currently only full service DR and BC provider to gain the British Standard for Business Continuity Management: BS 25999 certification. Our Technology Centres are covered by the SAS 70 certificate for security.

Widest range of solutions

No one offers a greater choice of solutions to meet your Recovery Time and Recovery Point Objectives. From Technology Recovery solutions and an alternative workplace to spare kit and Mobile Recovery units.



Fast, flexible response

When large-scale incidents occur they affect not just your business but others too. That's why when it comes to recovery, size does matter. You need a provider with the largest scale in terms of people, locations, multiple suites, IT assets and data centres.

Time and cost savings

Developing an in-house solution to SunGard standards is an expensive proposition. We've invested millions of pounds in our unrivalled recovery assets so you can invest more in what you do best. All you need to do is pick up the phone when you need us.

Nationwide standards and quality

All our technology is standardised across the UK and regularly refreshed. Rigour, quality and customer service is embedded in our systems and culture but don't just take our word for it – ask our customers.

“Business continuity and disaster recovery are increasingly becoming mainstream business processes; not just emergency services that you may never use.”

Security

SunGard's rigorous national security infrastructure complies with the most stringent UK and industry standards. Protective measures include 24/7 manned security at recovery sites, CCTV monitoring, intrusion detection, environmental sensors and access controls to every suite.



www.sungard.co.uk

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.

SUNGARD®

Availability Services

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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.

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