

Colocation is increasingly recognized as a more cost effective alternative — offering the potential to improve resiliency and system uptime — without putting a strain on internal resources.

Choosing a service provider involves more than evaluating colocation's minimum components — space, power, and network. Off-loading management tasks for mission-critical systems and information requires confidence in reliability, flexibility and scalability to meet specific needs. SunGard Availability Services is a preferred provider for leading organizations of their respective industries — from the large financial enterprises to rapid-growth independent software businesses.

### Services and support

SunGard provides the underlying data center infrastructure and services to maintain worldclass facilities and support our **Colocation** customers. In addition, SunGard's **Managed Colocation** offerings allow customers to select the independent services required to support their critical applications — everything from managed Internet access and data backup, such as usage based tape and SAN services, to security services ranging from firewall and intrusion prevention to advanced offerings such as two-factor authentication and content filtering.

### Colocation

- Provides space, power, and network capabilities in professionally-designed facilities offering reliability and security. Dedicated space in multi-tenant facility offers the potential for lower costs and higher quality.
- Can serve as the primary production location, or as a secondary data center for backup and recovery or testing and development. Offers a lower-cost option for data center expansion or consolidation.
- More commonly used by larger organizations seeking to retain ownership and management of dedicated equipment in leased space.

### Factors forcing change

Demand for infrastructure capacity keeps growing, yet many enterprises are faced with data centers that are obsolete or chronically underpowered. Businesses in all sectors are emphatic about squeezing more out of the assets they have — and they're taking a harder look at activities that are not considered core to the company's mission. Business leaders — particularly those in highly regulated industries such as financial services — are also anxious to mitigate their operational risks.

When a new 4,000 square-foot data center costs more than \$10 million to build — and high-density racks can cost up to \$5,000 a square foot for air conditioning, power supply, power conditioning, and other equipment — it's not a surprise that so many IT leaders are opting to colocate more of their data center activities. Already, nearly 45 percent of businesses use third-party hosting infrastructure services, according to market researcher IDC.

### Affordable access and peace of mind

- Affordable access to enterprise class skills in operating system management, storage, monitoring, and security.
- Demonstrated track record of providing higher levels of availability through defined service level agreements — over 150 years combined management experience as a services provider.
- Local access to global capabilities: 7 out of 10 companies are located within 50 miles of a SunGard facility.
- More than 3,600 Managed Services customers worldwide.
- Access to the full range of SunGard's services, including backup and recovery, information security, and related consulting services.

### Managed Colocation

- Provides IT staffing for 24/7 support, monitoring, and management of customer-owned equipment in leased space.
- Managed services can include backup, storage, and security, often backed by service level agreement (SLA) for information availability.
- More commonly used by small and medium-sized organizations lacking staff and expertise to manage and maintain IT infrastructure.

## SunGard Service Delivery

Our delivery team provides 24/7 customer support and is organized around a service-centric operating model, based on ITIL v3 (Information Technology Infrastructure Library) and ITSM (Information Technology Service Management) structure, and grounded in our ISO9001:2000 certification (since 2004).

### Service Desk

Our Service Desk teams specialize in responsive tasks, such as issues, change request processing, and implementations.

- Dedicated support staff for level-one issues; including communications on technical issues, change request processing, and internal and external problem notification.
- Remedy Portal System ticket resolution and escalation process.

### Monitoring Services Operations Team

Proactive teams that focus on problem prevention, capacity management, business continuity, security, and other “smart hands and eyes” service-support activities. Network and systems expertise for isolating issues and handling troubleshooting for all SunGard network resources as well as client-managed network equipment including:

- Multi-vendor Internet transit connectivity options.
- Real-time network monitoring and management.

## Optimal services for a custom solution

**Security Services** – Customized security solutions including IDS/IPS, firewall & VPN support, secure remote access, and advanced solutions based on compliance or industry requirements.

**Network Services** – Ranging from LAN and WAN management, Internet access services, remote infrastructure management, dedicated transport, and load balancing services.

**Monitoring & Reporting Services** – Monitoring and reporting of critical infrastructure supporting the application including server performance and network operations.

### MySunGard.com

The Managed Services Portal provides access to essential information, such as infrastructure performance, problem and change activity, account information, and more.

## Why choose SunGard for colocation services?

**Access to industry-leading data centers that meet or exceed certification standards.**

- More than 35 data centers in North America and Europe — offer greater geographic diversity to reduce business risk.
- Data centers meet SAS 70 type II and PCI DSS standards, with experienced staff trained to follow ISO-audited procedures.
- Superior quality of data centers and management help facilitate internal audit and regulatory compliance.

**More than 30 years of experience specializing in information availability as our core business.**

- Industry leadership — and a longer track record than any other company — provide confidence and peace of mind.

**Redundant, dedicated global network backbone.**

- Robust network capacity and resiliency assure fast, reliable access to data and applications running in SunGard data centers.

**Vendor neutrality allows SunGard to select the best technology available.**

- We are not tied to any particular hardware or software provider.



**Storage Services** – Data backup services and SAN services to support storage and information backup, as well as data protection and compliance requirements.

**Server Management Services** – Support across a wide range of operating systems including AIX, OS/400, HP/UX, Linux (Red Hat), Microsoft Windows, and Solaris.

### About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 10,000 customers in North America and Europe.

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