

## PRODUCT FLASH

### SunGard Announces Recover2Cloud Offerings at VMworld 2011

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#### IN THIS PRODUCT FLASH

This IDC Flash analyzes SunGard's Recover2Cloud offerings, which were announced on August 29, 2011, at VMworld in Las Vegas. The SunGard Recover2Cloud offerings include a suite of services highlighting SunGard's approach to cloud-based recovery. This Flash also discusses the potential impact these services will have on the cloud services market at large.

#### SITUATION OVERVIEW

For most firms, continuous access to data and information has never been more critical than it is today. The resilience of these businesses, therefore, is heavily tied to IT. An unplanned outage can have material, financial, brand, and customer impact and may impact job security for IT professionals. Firms are investing on various forms of recovery in the cloud services, which provide not only data but also compute, application, or networking services as well as failover automation. Recovery in the cloud is an excellent step-up from traditional backup to the cloud in providing higher levels of business, application, and data continuity. However, achieving recovery or continuity in the cloud requires the application of different technologies and introduces an expanded set of service provider requirements. A nascent yet emerging set of solutions is coming to market to provide early forms of continuity in the cloud.

On August 29, 2011, SunGard launched its Recover2Cloud Services Suite for cloud-based recovery. This announcement marks SunGard's reinvigorated efforts into the cloud-based recovery-as-a-service arena. SunGard's Recover2Cloud service offerings leverage similar value propositions, including SunGard-led recovery management, contractual SLA guarantees, a range of RTO and RPO abilities, and enterprise-grade features. The Recover2Cloud service offerings support private, hybrid, and SunGard's public cloud. Details include:

- ☒ **SunGard Recover2Cloud for Server Replication.** This is a rebranding of a previous SunGard offering and leverages InMage's Scout host-based replication and CDP as the underlying technology for data and virtual machine replication for virtual or physical server workloads. In the event of a failure, this SunGard service enables automated failover, network reconnection at the cloud site, and the orchestration of application recovery. This service offering is designed for environments of fewer than 50 servers requiring RTO of 15 minutes to 4 hours and an RPO of approximately zero. The previous SunGard offering relied on Double-Take technology for replication and failover functions. Protected servers running on-premise in a customer datacenter are stored in the SunGard cloud as dormant virtual machines including system, application, and data. In the event of a failure, VMDK files are copied to a production cloud environment to create production virtual machines. Distinctions with this offering include synchronized recovery across servers, orchestrated recovery and failback, and continuous data protection offering a range of granular recovery points to enable recovery from a logical corruption.
- ☒ **SunGard Recover2Cloud for Storage Replication.** Recover2Cloud for Storage Replication is targeted at larger enterprise environments with more than 50 servers running on NetApp or EMC storage file or block storage. This offering supports protection and recovery of virtual machines only and protects virtual machine configuration, VMDK (application image and data), ESX host configuration, and network configuration data. In the event of a recovery scenario, physical servers are provisioned, virtual machine profiles are applied, and VMDK files are promoted as primary and connected to dedicated or shared storage running in the SunGard cloud. This service offering is designed for environments requiring RTO of 4–12 hours and an RPO of approximately zero. This SunGard offering — projected for general availability in the fourth quarter — leverages native EMC or NetApp replication in concert with automation (provided via scripts) for failover and application recovery functions.
- ☒ **SunGard Recover2Cloud for Vaulting.** The vaulting solution is designed to protect a handful of virtual or physical servers and leverages traditional backups as the mechanism for recovery. Backups of virtual machines are sent to the SunGard cloud where they are stored on disk (EMC Vblock storage). In the event of a failure, SunGard's service enables the provisioning of physical servers, the application of virtual machine profiles, the restoration of the virtual machine backups into the new machine, and the promotion of VMDKs to provisioned servers. The vaulting service offers a fully managed restore process and secure offsite data protection (eliminating tape services with security concerns) and the benefits of disk-to-disk data protection.

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## FUTURE OUTLOOK

Recovery in the cloud is a rapidly evolving market with a considerable number of new companies competing against well-established brands for market opportunity. Differentiation through continuous innovation and local presence is expected to be a critical component to long-term success within this space. With that in mind, IDC notes that SunGard's services enhance its existing portfolio in ways that provide the company with important differentiators like SLA guarantees, service automation and recovery orchestration, and enterprise service features.