



SUNGARD

INTERNATIONAL RESEARCH AND ANALYSIS FIRM

Customer
Success
Story

STRENGTHENING GLOBAL CONTINUITY PLANNING FOR AN INTERNATIONAL RESEARCH AND ANALYSIS FIRM

CHALLENGE:

To identify, coordinate, and evaluate its global continuity requirements, a major international research and analysis firm required in-depth assessments of several key locations. The assessment information helps to prioritize resources and mitigate business risks worldwide.

SUNGARD SOLUTION:

SunGard Availability Services conducted a comprehensive Business Impact Analysis (BIA) for each location. This included understanding business downtime impacts, assessing business downtime threats, determining availability requirements, analyzing recovery strategies, and recommending solutions that would help the firm meet their recovery time objectives and mitigate overall business availability risk.



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Assistant Vice President,
Global Business Continuity

Proactive business continuity planning is the watchword for a leading international research and analysis firm. With significant influence in global capital markets and locations in over 25 countries, the firm’s leaders recognize that success is predicated on the continuous availability of their business operations and supporting technical services.

International continuity planning, however, is intensely challenging. Risks and priorities need to be identified and assessed for each individual location, but must also be balanced from a company-wide perspective. In order to evaluate global continuity planning requirements efficiently and effectively, the firm requires that each location have a detailed business impact analysis (BIA) performed on a regular basis.

TARGETED INFORMATION

Although SunGard Availability Services has a 10-year history of working with the firm, they still went through a rigorous Request for Proposal (RFP) process before being selected to provide BIAs for multiple European locations and a U.S. west coast location.

“One of the main factors which led us to choose SunGard was the precise methodology they employ in the BIA process,” commented the Assistant Vice President of Global Business Continuity. “As an international firm, we have standardized our business continuity planning requirements across all our locations. Consistency is of paramount importance to ensure that we have all the facts necessary to make strategic decisions with confidence.”

Working under stringent timelines, SunGard Availability Services utilized its international consulting resources to meet the needs for conducting BIAs across multiple sites. Each BIA identified the impact of downtime, assessed location-specific threats, and evaluated existing risk controls and recovery strategies. Risk mitigation controls were recommended to close any gaps between the firm’s recovery time objectives and actual recovery time achievable.

A BIA, however, is not over when the analysis and assessment phase has been completed. “The ultimate success of any business impact analysis relies in large part upon how information is presented and subsequently applied,” affirms Michael Shandrowski, Senior BC/DR Architect for SunGard Availability Services. “At SunGard, we deliver our findings and recommendations in a timely, consistent, and concise manner. We include our industry expertise and best practices insights when we make our report. Our goal is to assist the executive decision-making process and to guide the appropriate allocation of company resources – whether those resources are of money, time, personnel, or technology – to meet their availability needs.”

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WORLDWIDE EVALUATION

SunGard’s BIAs provided the firm with the information necessary to refine and hone both their location-specific strategies and their overall continuity program. The firm’s leadership was able to utilize the data and recommendations to:

- Understand each location’s recovery objectives versus their actual capabilities
- Ensure the alignment of each location’s continuity planning efforts with the global business objectives
- Prioritize and manage availability goals for each location in a cost-effective manner
- Establish global consensus on business recovery priorities and resource allocations

In looking at the global complexities international firms face, Shandrowski states, “To clients of this scope, the difficulties can seem insurmountable at first. How do you know that you have considered all the relevant factors? How do you prioritize recovery resources on a global perspective? How do you maintain an acceptable level of business risk in a changing world? How can you ensure that your recovery strategy will meet your recovery objectives? And how do you continually manage it all efficiently – since business continuity planning is an ongoing endeavor?”

This is the role that SunGard Availability Services fills. Shandrowski continues, “We ensure that our clients – whether they are local, national, or global in scale – have

the information they need to develop and implement an efficient and effective continuity program. Our findings and recommendations are presented from a practical approach and are focused on prioritizing actions and resources based on each site’s level of business risk. We assess risk by understanding the impact of downtime in association with the chance of downtime. This provides a more accurate assessment of business risk and enhances executive decision-making capabilities. Ultimately, it is up to each company’s leaders to determine their acceptable level of risk; however, we provide them with the information required to make these decisions.”

“Our company has definitely benefited from working with SunGard Availability Services,” the firm’s Assistant Vice President of Global Business Continuity confirms. “We know we can rely on their repeatable approach and detailed methodology to identify, measure, and prioritize recovery requirements on a global level. This helps us reduce and mitigate availability risk – for ourselves, and for the clients we serve.”

SunGard Availability Services looks forward to assisting the firm in the evolution of its global continuity planning goals. “We value the long-standing partnership we have developed,” Shandrowski concludes. “They are very proactive in identifying and mitigating potential business risks before they become a problem, and this is a key objective within our overall Business Impact Analysis methodology.”

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About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 9,000 customers Globally.

SunGard Availability Services | 680 East Swedesford Road | Wayne, PA 19087 | 800-468-7483 | www.sungardas.com