



SUNGARD

LEADING BANK

Customer
Success
Story

SUNGARD LDRPS® ENABLES HOLISTIC BUSINESS CONTINUITY PLANNING AT LEADING BANK

CHALLENGE:

The business continuity planning team at a leading diversified financial services company is charged with establishing the methodology, tools, policy, compliance and reporting utilized in disaster preparedness throughout the United States. Business continuity planning needs to stretch geographical and organizational boundaries to ensure recoverability strategies can extend across site, product and market levels.

SUNGARD SOLUTION:

The financial services firm deployed LDRPS® (Living Disaster Recovery Planning System) from SunGard Availability Services to create all preparedness plans across the enterprise. The SunGard software enables the bank to centrally develop and manage business continuity planning – supporting 500 U.S. locations, 5,000 plans and close to 7,000 users.



The business continuity planning program team at the financial services company is charged with developing the disaster preparedness policies and plans for the 500 office locations with 75 or more employees in the United States.

The business continuity program team takes a holistic approach in its work, looking to address life safety, loss of facility and loss of technology in all plans. Two policy cornerstones used in implementing this approach are: all plans are centrally developed, and each plan must be created and maintained in LDRPS from SunGard Availability Services to ensure consistency and ease of training for the 5,000 business continuity plans across the enterprise.

A company goal is to be best in class in business continuity planning – balancing risk and resources required to manage those risks. The financial institution has found SunGard LDRPS provides a single enterprise view that helps it to really understand the firm's risks and strengths so it can effectively manage the business continuity planning program.

PROVIDING A FLEXIBLE PLANNING TOOL

A critical component of program success has been the inherent flexibility of LDRPS so the financial services firm could adapt the tool to its specific planning methodology. The bank customized its LDRPS deployment to reflect the critical interdependencies among business operations. With LDRPS, the interdependencies mapped include: application and business function; application and IT hardware; business function and location; and hardware and location. This has enabled the company to build a comprehensive view of how people, information and systems work together.

Understanding these interdependencies has been fundamental to achieving the firm's business continuity objectives which include helping ensure recoverability at the individual plan level and also establishing an overarching process for recoverability at site, product and market levels. For instance, a single data center may have 300 business continuity plans that extend across multiple products and markets. This complexity makes it essential to know where the touch-points are among applications, hardware, business functions and locations so these interdependencies can be addressed in the plans.

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This knowledge repository has also been critical in establishing the recovery time objectives (RTO) and recovery point objectives (RPO) in the business continuity plans. The company views RTOs as the language that ties the business plan with technology, helping to map the systems requirements that support the business and develop interim processing strategies should a systems outage occur. The bank utilizes RPOs to identify data requirements and establish back-up strategies for databases and applications.

In addition to business continuity planning, LDRPS plays an important role by also supporting internal and external compliance activities. The bank taps LDRPS in internal reporting processes, including IT systems and the charge-back of technology costs. External regulators, including the Federal Reserve Board and Office of the Comptroller of the Currency, utilize LDRPS data in determining how well business continuity plans have been implemented across lines of business.

SOLUTION BENEFITS

SunGard LDRPS has enabled the business continuity planning team to address its enterprise responsibilities to provide the company with best in class business continuity planning methodology, tools, policy, compliance and reporting through a single solution – meeting the needs of close to 7,000 users.

In the event of a disaster – small or large – people from multiple parts of the organization need to work together to restore technology and operations. SunGard LDRPS provides a centralized tool to cut across organizational boundaries and create unified business continuity plans that help ensure recoverability.

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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