

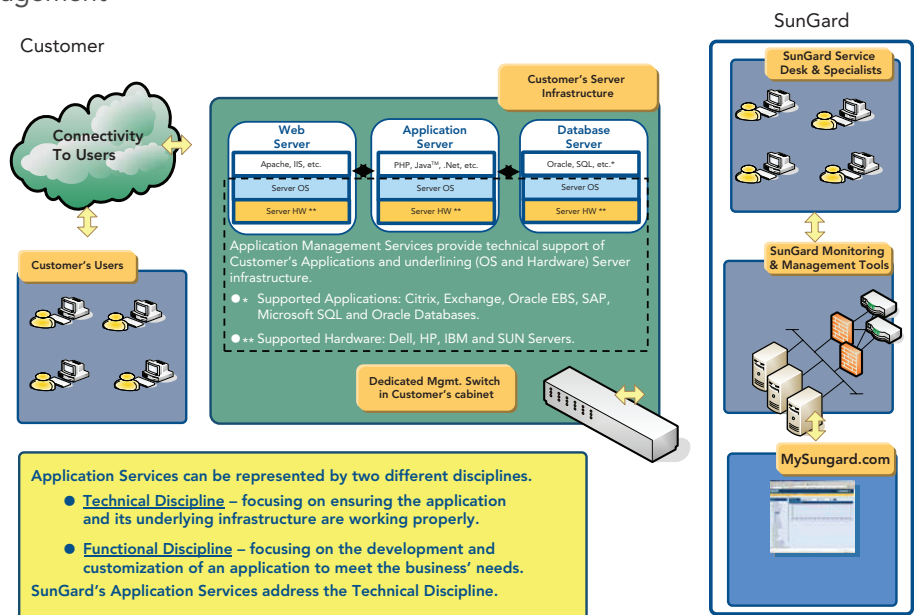
By their very design, Citrix® infrastructure solutions deliver the benefits of moving powerful applications from desktop PCs to a centralized delivery approach, providing high availability and security to your environment. The benefits of a centralized solution such as a Citrix server farm rely on a flexible, comprehensive and affordable way to maintain the resilience, performance and security of your Citrix based solution.

SunGard's Managed Citrix Services provide you with experienced technical support for the day-to-day management, monitoring, reporting and support of your Citrix Presentation Server environments. This service can be delivered either locally at SunGard Managed Services facility or remotely at your location. When packaged together with several core SunGard services such as Operating System Management and Database Management Services, as well as Storage, Network and AdvancedRecoverySM Services, you can have a comprehensive Information Availability solution.

Backed by a 99.9% Service Level Agreement for availability, SunGard handles the daily operational management of the Citrix Presentation Server, while ensuring your Citrix application infrastructure is available and secure. SunGard monitors to make sure the application is running, your published application is available, and your remote end users have access to the application. You retain control of your Citrix end user accounts and application policies.

Key features of Managed Citrix Services include:

- L24/7 monitoring and management
- Asset management
- Design and Implementation of server backup and restore methodology
- Continual monitoring of performance levels to proactively identify potential problems
- Trouble resolution
- Proactive patch management
- Initial Citrix installation and configuration
- System administration



Key benefits of this service include:

SunGard takes ownership of the daily operational responsibilities of supporting your Citrix environment.

- **Staff Allocation:** Free up quality personnel to focus on more strategic revenue producing activities. Let SunGard alleviate the burden associated with day-to-day system maintenance and upgrades.
- **Regulatory Compliance:** Our change management systems and automation platform ensure a complete audit trail.
- **Availability and Performance:** SunGard's automation capabilities and process discipline allow customers to minimize human errors and decrease the time it takes to roll-out changes.
- **Reduced Cost and Improved Efficiencies:** You can lower your support costs by leveraging our investments in process, automation, and monitoring.

Citrix Versions Supported:

SunGard provides Citrix XenApp™ (formerly called Citrix Presentation Server Enterprise Edition) hosting and support, including support of Microsoft Windows® Terminal Services. In conjunction with Advanced or Enterprise Operating System Management Services, this service is designed to provide the ongoing patch maintenance required to keep the application environment available and secure.



| | | | |
|--|--|---|---|
| <p>SunGard manages the installation and configuration of your Citrix Server and software.</p> <ul style="list-style-type: none"> • System Requirements — SunGard works with you and integrators to determine optimal system requirements and configuration parameters • Software Installation — SunGard installs the Citrix software and service packs • Configuration — Every installation includes the latest security patches | <p>SunGard manages the day to day operation of your server.</p> <ul style="list-style-type: none"> • Data Backup — SunGard provides daily backups of your system and critical data specified by you • Server Monitoring — SunGard monitors the health of your server hardware and software 24/7/365 | <p>SunGard will resolve issues related to system configuration including troubleshooting, diagnosis and resolution.</p> <ul style="list-style-type: none"> • Diagnosis — SunGard personnel will diagnose the root cause of your server hardware or software problem • Representation — SunGard will act on the customer's behalf and interact with their hardware and software vendors, as required, to resolve server problems • Resolution — SunGard will implement the correction identified to resolve issues related to server hardware or system software connectivity and availability | <p>Software patching is an important and valuable part of SunGard's Managed Services. Once SunGard has established confidence in the stability and performance of a patch it becomes part of our standard installation.</p> <ul style="list-style-type: none"> • Evaluation — SunGard regularly monitors system software vendors for critical patches • Notification and Deployment — SunGard notifies the customer of available patches via the portal, MySunGard.com. SunGard will only apply the patches the customer requests at a mutually agreed timeframe, based on the urgency of the patch |
| <p>Supported Application:</p> <ul style="list-style-type: none"> • Citrix XenApp • Microsoft Windows Terminal Services | <p>Services Prerequisites:</p> <ul style="list-style-type: none"> • Managed Database Services (for 3+ servers) • Operating System Management Advanced or Enterprise Services • (1) dedicated Network Interface Cards (NIC) for Advanced Monitoring Services — Operating System • (1) for Managed Data Backup Services | <p>Complementary Managed Services:</p> <ul style="list-style-type: none"> • Managed Internet Access Services • LAN Services • Managed Firewall Services • Managed Application Services | <p>Complementary Consulting Services:</p> <ul style="list-style-type: none"> • Storage Optimization Solutions • Technology Solutions Practice Overview • Enterprise Availability Plan |

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.

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