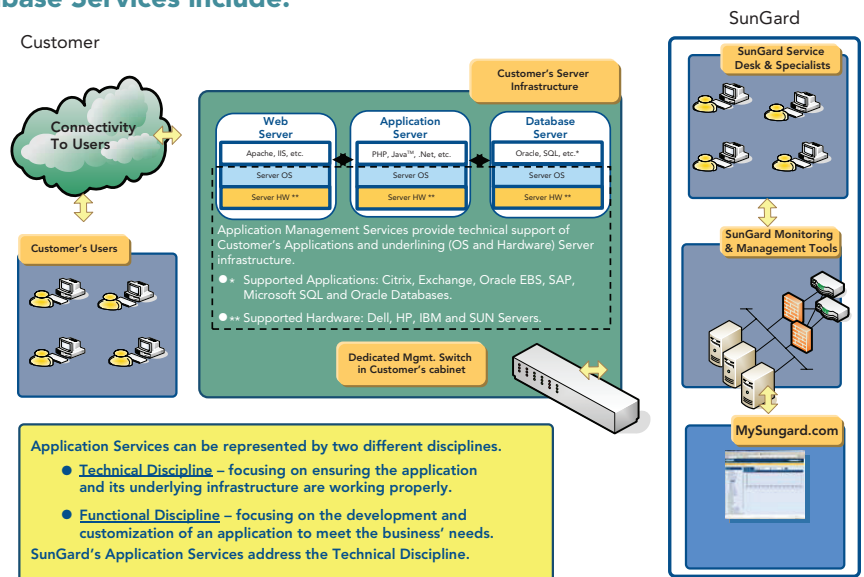


SunGard’s Managed Database Services provide proactive administration, management, monitoring, reporting and support for Microsoft® SQL® and Oracle® database environments. Managed Database Services are a part of SunGard’s suite of application service offerings providing technical services for databases from set-up and installation, through ongoing maintenance. Managed Database Services are designed for those who want to transfer administrative responsibility for their database environments to an experienced third party. SunGard takes over responsibility for the day to day administrative tasks, allowing organizations to focus on functional activities such as code development, application content, and custom scripts.

In addition to Managed Database Services, SunGard provides Application Support System Utility Services. System Utility Services are designed for customers that want to leverage SunGard’s highly trained technical personnel to help support the software utilities running on their servers. System Utility Services provides support for Apache, File Transfer Protocol (FTP), Internet Information Services (IIS) and Blackberry® Enterprise Servers. 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 to execute your application code and content.

**Key features of Managed Database Services include:**

- 24/7 monitoring and management
- physical server installation
- asset management
- provisioning and managing tape backup
- trouble resolution
- proactive patch management
- initial operation system/database provisioning and installation
- system and database administration



Managed Database Services provides a comprehensive management solution for your entire IT environment. SunGard provides 24/7/365 coverage, process expertise, and automation capabilities that improve the overall availability of your database environments.

**Key benefits of this service include:**

SunGard takes ownership of the daily operational responsibilities of keeping your database environment available and secure.

- **Staff Allocation:** Free up quality personnel to focus on more strategic revenue producing activities. Let SunGard assume responsibility of mundane day-to-day tasks.
- **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.



<p>SunGard manages the installation and configuration of your Citrix Server and software.</p> <ul style="list-style-type: none"> <li>• <b>System Requirements</b> — SunGard works with you and integrators to determine optimal system requirements and configuration parameters</li> <li>• <b>Software Installation</b> — SunGard installs the Citrix software and service packs</li> <li>• <b>Configuration</b> — Every installation includes the latest security patches</li> </ul>	<p>SunGard manages the day to day operation of your server.</p> <ul style="list-style-type: none"> <li>• <b>Data Backup</b> — SunGard provides daily backups of your system and critical data specified by you</li> <li>• <b>Server Monitoring</b> — SunGard monitors the health of your server hardware and software 24/7/365</li> </ul>	<p>SunGard will resolve issues related to system configuration including diagnosis and resolution.</p> <ul style="list-style-type: none"> <li>• <b>Diagnosis</b> — SunGard personnel will diagnose the root cause of your server hardware or software problem</li> <li>• <b>Representation</b> — SunGard will act on the customer's behalf and interact with their hardware and software vendors, as required, to resolve server problems</li> <li>• <b>Resolution</b> — SunGard will implement the correction identified to resolve issues related to server hardware or system software connectivity and availability</li> </ul>	<p>Software patching is an important and valuable part of SunGard managed services.</p> <ul style="list-style-type: none"> <li>• <b>Evaluation</b> — SunGard regularly monitors system software vendors for critical patches</li> <li>• <b>Notification and Deployment</b> — SunGard notifies the customer of available patches via mySunGard.com. SunGard will apply the patches the customer requests at a mutually agreed timeframe</li> </ul>
<p><b>Supported Application:</b></p> <ul style="list-style-type: none"> <li>• Oracle Database</li> <li>• SQL Database</li> <li>• System Utility Services: Apache, File Transfer Protocol, IIS, and Blackberry Enterprise Servers</li> </ul>	<p><b>Services Prerequisites:</b></p> <ul style="list-style-type: none"> <li>• Operating System Management Advanced or Enterprise</li> <li>• contract for Data Backup Services</li> <li>• contract for LAN Services</li> <li>• one (1) dedicated administrative and monitoring network interface per server</li> <li>• one (1) dedicated Data Backup network interface per server</li> </ul>	<p><b>Complementary Managed Services:</b></p> <ul style="list-style-type: none"> <li>• Managed SAP Services</li> <li>• Managed Oracle EBS Services</li> </ul>	<p><b>Complementary Consulting Services:</b></p> <ul style="list-style-type: none"> <li>• Storage Optimization Solutions</li> <li>• Technology Solutions Practice Overview</li> <li>• Enterprise Availability Plan</li> </ul>

### 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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