

SunGard Availability Services provides Software Licensing Services in conjunction with SunGard Managed IT Services. Managed Services Customers can leverage economies of scale by taking advantage of SunGard's Service Provider Licensing Agreements with software vendors.

Software Licensing Services consist of a monthly software rental option for a range of managed services. The services include licensing rental options for operating systems, SQL[®] Databases, Microsoft Exchange[®], and VMWare[®]. Many factors determine the specific type and number of licenses required for a customer's environment; number of processors, amount of memory required, features, and authentication requirements. SunGard's Software Licensing program is available only as a rental and as such SunGard maintains responsibility for the software license and cannot transfer ownership of the licensing.

Key features and benefits of this service include:

Simplified process — SunGard provides complete administrative control and tracking of all software licensing. The rental offering allows customers to upgrade to newer versions and provides point release upgrades as required.

Fixed monthly cost. A predictable monthly expenditure.

Lower Total Cost of Ownership — leverages SunGard's Service Provider Licensing for cost effective monthly rates.

Software Supported through SunGard's Software Licensing Services

Operating System licensing including:

- Microsoft Windows — Standard and Enterprise Edition
- Microsoft Windows — Authenticated vs. Unauthenticated
- Red Hat[®] Linux[®] ES (Entry-level Server) or AS (Advanced Server)
- VMware Enterprise version of VI3

Application software licensing including:

- Microsoft SQL Database — Standard and Enterprise
- Microsoft Exchange Subscriber Access License
- Microsoft Windows Terminal Services SAL Licensing

Note: SunGard can **NOT** buy a perpetual license on a customer's behalf and install it in your environment. This is considered reselling from a vendor perspective and SunGard does not have a reseller agreement with our software vendors.

Managing Changes to SunGard Software Licensing

SunGard will assist facilitate any changes you require to your SunGard provided software upon your request. Additional fees may apply depending on the type of request.

Two common types of changes include: software licensing version changes (e.g. upgrading from 2003 to 2005) and upgrading your system type from the Standard to Enterprise version of the software. The first scenario will not change the monthly software rental fee associated with the licensing. However, there is a price difference between Standard and Enterprise versions of vendor supported software so a price adjustment would be required.

Service Life Cycle Support

Installation and Configuration	Administration	Problem Diagnosis and Resolution	Patch and Change Maintenance
<p>SunGard manages the installation, registration and tracking of your software licensing keys.</p> <ul style="list-style-type: none"> • Software Installation — SunGard installs your operating system or database software on the contracted managed server • Deployment — SunGard registers, tracks and reports all software to the appropriate vendor 	<ul style="list-style-type: none"> • Vendor Support — SunGard acts on behalf of the customer for any software support troubleshooting or requests. 	<p>SunGard will assist Customers in resolving issues related to system and software including troubleshooting, diagnosis and, resolution.</p> <ul style="list-style-type: none"> • Diagnosis — SunGard personnel will diagnose the root cause your issue • Resolution — SunGard will assist customers in administration issues resolving software related issues 	<p>Software patching is an important and valuable part of SunGard managed services.</p> <p>Software point releases are performed by SunGard based on your request.</p>
<p>Supported Application:</p> <ul style="list-style-type: none"> • Software Licensing Services 	<p>Services Prerequisites:</p> <ul style="list-style-type: none"> • Managed IT Services 	<p>Complementary Managed Services:</p> <ul style="list-style-type: none"> • NA 	<p>Complementary Consulting Services:</p> <ul style="list-style-type: none"> • NA

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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