



SUNGARD

MERGENT

Customer
Success
Story

MERGENT TURNS TO SUNGARD FOR HIGH AVAILABILITY AND DISASTER RECOVERY

CHALLENGE:

Providing time-sensitive information from global trading markets to customers worldwide is central to Mergent's business. Mergent needed a way to address both high availability and disaster recovery in a way that did not overtax their small IT team. Mergent turned to SunGard to deliver a strategic solution that lets the IT team focus on areas most important to the business while also being assured availability needs were addressed.

SUNGARD SOLUTION:

Mergent has deployed SunGard Managed Services and Disaster Recovery Services to provide an affordable, customized solution for its IT infrastructure. The SunGard solution has helped Mergent address aggressive recovery time objectives to maximize system uptime and recovery point objectives in safeguarding data availability.



“Providing time-sensitive data is core to our business. SunGard Information Availability Services help us deliver on our value promise to customers.”

Mike Winn,
Director of Computer
Services at Mergent

Mergent is a leading provider of business and financial data on global, publicly listed companies – serving academic, corporate and investment research professionals, and institutions worldwide. Much of the information Mergent deals with is time sensitive with customers utilizing the data in their investment analysis products.

Information availability is written into Mergent’s Service Level Agreements with customers so it is essential their IT systems and data run with as much uptime as possible to track trading markets as they operate around the world.

When Mike Winn, Mergent’s Director of Computer Services, assessed his company’s information availability needs, he saw a potential problem. He had inherited a solution that involved three vendors.

“Having multiple vendors for services as important as availability and disaster recovery is not the right way to go. It is difficult enough to coordinate with one vendor. Why complicate things with several vendors that not only need to work with you but also each other,” said Mr. Winn.

So after assessing needs for a new offering, the top goals for Mergent were:

- High Availability – to protect against an equipment-level failure
- Disaster Recovery – to be prepared should a site-level disaster impact their company

Mergent selected SunGard Availability Services because they determined SunGard was the vendor best able to consolidate high availability and disaster recovery in one strategic solution. According to Mr. Winn, SunGard’s track record as an industry leader was a critical factor in the decision process. Plus, he had experience working with SunGard at a previous employer and had been very satisfied.

A TIERED SOLUTION TO ADDRESS MULTIPLE NEEDS

Mergent deployed a tiered solution to address the specific availability requirements for their IT environment, which runs Linux and Microsoft Windows systems running both Oracle and SQL. For tier-one, business-critical applications, Mergent uses SunGard Managed Services that tap a redundant and reliable infrastructure to help keep Mergent’s network, systems and applications performing at the highest levels. Should a Mergent system fail, the SunGard infrastructure has back-up systems ready for fast failover – addressing Mergent’s aggressive recovery time objectives.

“Our IT team doesn’t have excess time and resources so working with SunGard enables us to keep our focus on areas most important to our business while also having confidence our availability needs are in good hands.”

Mike Winn, Director of Computer Services at Mergent

Additionally, SunGard maintains a dedicated 10-megabit Internet line between Mergent and the SunGard Managed Services facility to ensure data is constantly in sync between the two systems – supporting Mergent’s recovery point objectives in safeguarding data availability. SunGard provides Managed Firewall Services for the Mergent IT environment to provide around-the-clock information security against Internet threats.

For tier-two systems – ones that support Mergent’s tier-one applications – the company utilizes SunGard Disaster Recovery Services to provide access to a secondary data center that would help them get back up and running in the event of a site-level disaster. Additionally, Mergent has access to SunGard Workforce Continuity Services, providing the company with resources, workspace and equipment where Mergent employees can go to remain productive and connected to information and applications should a disaster occur.

SOLUTION BENEFITS

Being able to deploy an information availability solution tailored to his company’s specific needs delivered strategic value to Mergent, according Mr. Winn. SunGard combined managed services and traditional disaster recovery so Mergent can apply the right mix of availability capabilities to their disparate systems – an important factor in achieving a cost-effective solution.

“People may ask, after 30 years with no disasters, why invest in high availability and disaster recovery? With one disaster where we are not prepared, our business could be gone. That makes a very compelling case why working with SunGard is a prudent investment,” said Mr. Winn.

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