

A crisis or event happens fast. You need rapid, effective communications to make sure you can manage the situation, reduce confusion, and get back to normal operations.

The faster you respond to a crisis event — whether it a fire, earthquake, winter storm, power outage or loss of a critical application — the sooner you're back in business. If it takes hours or days for people to be informed of the problem or disaster, your business stalls: lengthening the time it takes to address the event and making the situation more difficult and more costly than it otherwise might have been. Damaging rumors can take hold during the delay, negatively affecting employees, suppliers, investors, and clients alike. Customers can be lost forever.

Through NotiFind, powered by Varolii®, you can have peace of mind knowing you will have reliable system availability to keep in touch with key personnel, deliver critical messages, and send and receive vital information during a crisis. Because it is two-way communication, Notifind can deliver a message — no matter where your recipients are — and allow you to send and receive important information about the situation.

**Here are some of the challenges you can address through Notifind:**

- Alerting the tens, hundreds, or thousands of people affected, with a precise and consistent message
- Taking alternative action if any key employees are unavailable to follow a pre-determined crisis management plan
- Confirming everyone's safety and report on the status to management
- Limiting downtime and revenue loss by speeding time to recovery
- Improving the performance of day-to-day business continuity operations and applications
- Finding a flexible and scalable replacement for hotlines and bulletin boards

Whether you are a small local business or an international enterprise, clear and concise communications is the key to crisis management and business resilience.

NotiFind provides fast and effective communication using a variety of devices to employees, customers, and other stakeholders during an incident or disruption.

**NOTIFIND BY THE NUMBERS**

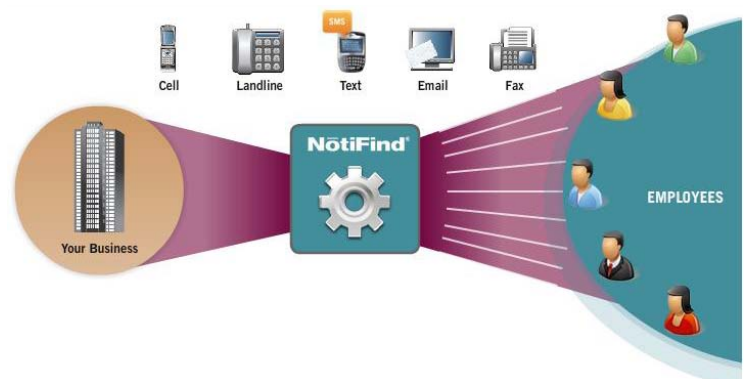
Unlike other claims in the marketplace, NotiFind statistics are based on actual performance tracked from real activations.

**NotiFind:**

- Sends more than **275,000,000** messages through the network per year
- Sends on average more than **23,000,000** notifications per month
- Current system capacity potential of more than 2.3 million notification touch points per hour (over **900,000** voice messages, over **500,000** SMS messages and over **900,000** email messages simultaneously)
- Performance capacity continues to expand based on the growing needs of our customers
- Can call more than **225** countries, islands, and territories
- Guarantees **99.99+%** network uptime
- Delivery Performance SLA providing a guaranteed minimum throughput in a customer specified timeframe

Beyond our numbers, our state-of-the-art security features an infrastructure that includes SSL transaction with 128-bit encryption, and the latest in virus protection software. Bottom line: NotiFind's performance and reliability has been proven through some of the world's most notable events and delivers more critical messages in one month than most notification service providers do in a year.

Based on Varolii® annual statistics



## Important features of NotiFind, by SunGard®

NotiFind provides the critical communications tools to help you successfully manage an emergency or incident communications event including:

- **Instant notification.** NotiFind is able to send out hundreds of thousands of voice and text messages simultaneously. Message delivery options include e-mail, smart phones, pager (one-way or two-way), mobile phone/landline, SMS, and fax.
- **Two-way communication.** NotiFind is a two-way communications system. For example, you can ask your employees if they are safe, collect their responses, and then use reporting to analyze and interpret the collected information to make key decisions during the event. NotiFind also supports two-way SMS messaging to further enhance text communication options in order to reach people when voice lines are limited.
- **Message Center.** Message Center lets you post, collect, and report on critical information from employees through the Web or telephone during an unplanned event. This interactive hub helps you account for employees and ensure workforce continuity before, during and after any crisis situation.
- **Interactive Message Navigators.** NotiFind offers best practice-designed Interactive Message Navigators for crisis communications. You can also customize and define your own navigators based on your specific communication needs. Messaging content can be used for immediate, saved and scheduled events.
- **Conference calls.** Your crisis management team can be automatically placed into your crisis phone bridge, saving time so they can begin to address the event almost immediately on receiving the first call.
- **Follow-up Activations.** Activators can automatically re-contact all message recipients with unique follow-up instructions for the non-responders, as well as for specific responses given (e.g. yes/no/other). Follow-up Activations can be sent immediately, scheduled to launch at a specified date and time, or even at preferred time intervals where multiple follow-up notices can be directed to a targeted group of responders or non-responders of the original message.
- **Real-time reporting.** Online reporting provides management with real-time updates on the status of your organization's recovery and response as the incident is taking place.
- **Integration.** The NotiFind API is a SOAP web-services API that allows organizations to create integrations with other applications. The different features of NotiFind can be exposed through this all-in-one API, allowing customers to programmatically synchronize contact data, automatically trigger notifications and easily query for reporting data.

### About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 9,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

**SunGard Availability Services** | 680 East Swedesford Road | Wayne, PA 19087 USA +1-610-768-4120 | USA Toll Free 1-800-468-7483 | [www.sungardas.com](http://www.sungardas.com) | [as.software@sungard.com](mailto:as.software@sungard.com)

© 2011 SunGard. SEL-107

Trademark information: SunGard and the SunGard logo are trademarks or registered trademarks of SunGard Data Systems Inc. or its subsidiaries in the U.S. and other countries. All other trade names are trademarks or registered trademarks of their respective holders.

Whatever feature you use, keeping in touch couldn't be easier: users can call in to activate by phone, or access the system via the Internet or hand held device.

## Synergies of leading solutions

NotiFind is the only notification system that supports live integration with LDRPS®. Through SunGard's Continuity Management Solution (CMS), NotiFind can directly link to LDRPS to populate and synchronize employee, team and call list information that you've stored in LDRPS — no need to keep two data sources. Alternatively, you can import employee information from your own employee records using the contact manager feature.

## The Message Trust Guarantee™

The Message Trust Guarantee from Varolii is NotiFind's commitment that the network is available whenever you need it and that the messages are delivered at the right time to the right people. We guarantee 99.99% uptime and a minimum throughput SLA in your specified timeframe. Beyond the numbers, The Message Trust Report provides actual results against availability and delivery performance commitments.

## Here's what you can expect

- **Unparalleled support.** SunGard software support is more than just a phone number: our experts are available for questions or planning advice 24/7.
- **Unlimited training.** SunGard provides free training for an unlimited number of your personnel at our USA and UK facilities. Additionally, you can take advantage of our online training opportunities.
- **Expert consultation.** We are recognized leaders in continuity planning, having completed countless engagements across all industries and around the world. We are ready to put that knowledge and experience to work for you.
- **User events.** Our International User Group Forum (UGF), Regional User Groups, and Technical Advisory Groups provide collaborative environments for sharing ideas with fellow SunGard software users and give us the opportunity to refine and expand our software products with customer-driven enhancements.