

Communications Designed for your organization

With crisis communications, there's a distinction between knowing what needs to be done during a workplace emergency — and being able to actually do it.

For instance, in the event of a fire at a company's headquarters, a continuity planner's first thought must turn to communications. But consider the immediate logistics involved:

- Alerting the hundreds (or thousands) of people affected, with a precise and consistent message or instructions
- Taking alternative action if any key employees are unavailable to follow a pre-determined crisis management plan
- Confirming everyone's safety

Enterprises like yours need to be able to locate, inform and coordinate employees, vendors and key customers quickly and effectively. Clear and concise communications are key to crisis management and business resilience.

NotiFind® by SunGard®

NotiFind, powered by Varolii®, does more than just reach the right people at the right time with critical information — it also gets responses, with advanced crisis communications technology.

NotiFind's messaging capability is able to send out thousands of voice messages (up to 800,000 30-second messages per hour) and text messages (up to 500,000 per hour) simultaneously in several different ways.

Among your options of delivery:

- E-mail
- BlackBerry®
- Pager (one-way or two-way)
- Fax
- Mobile phone/landline

The power behind the product

In addition to its messaging capability and the many delivery options, other specific product features that benefit you include:

- **Conference Call Bridging:** Provides a direct patch into a conference call during a crisis
- **Person-to-Person Escalation:** Enables prioritization within an employee call list
- **Reporting:** Allows for detailed, instant progress reporting on things such as employee safety
- **Message Center:** Provides a toll-free number to employees for easy access to important messages or instructions
- **Polling:** Asks questions of recipients to find out if they are safe or to gather any other important information

Whatever the feature being utilized, access couldn't be easier — users can call in by phone or access the system via the Internet.

NotiFind also accounts for changes in your organization. Its relational database will save you considerable effort in maintaining your recipient contact information.

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.

It's as simple as this: every quarter, we'll report to our customers the performance of not just their availability rating through the period, but of our entire network's availability rating. You are guaranteed 99.99% uptime and 99.9% deliverability across the entire network.

Why SunGard for Business Continuity Management?

Solid products become real solutions when you listen to your customers — and when you choose a leader in business continuity services, you're also in good company. Our customer-driven International User Group, Regional User Groups, and our Technical Advisory Groups all combine to help us identify, develop and refine our software products.

Here's what else you can expect:

- **Unlimited, free product instruction.** Training is critically important, and SunGard provides product instruction through a variety of modes including formal training within the US and UK, or online through our Web site delivered by our experienced team of instructors.
- **Customer support** available 24/7/365 to answer technical questions or provide software guidance.
- Access to continuity program and software **consulting services** from recognized industry experts.

SunGard Continuity Management Solution

NotiFind can be purchased standalone or as part of the SunGard Continuity Management Solution, a comprehensive software offering that helps your company manage the entire lifecycle of its Business Continuity program. This flexible solution can be customized to fit your organization's specific needs. Building on the strength and functionality of the core platform, independent modules can be added over time as the Business Continuity Management requirements of your company expand or change.

About SunGard Availability Services

Sungard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 10,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

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NotiFind by the numbers

With proven stats that are continually tracked and improved upon, NotiFind:

- Sent **300,000,000+** messages through the network in 2008 alone
- Sent about **26,000,000** notifications per month in 2008
- Can make **800,000** 30-second calls per hour
- Performs **17,000** end-to-end tests daily on the network
- Has the ability to send messages to over **190** countries
- Has the backing of over **154** servers functioning as a self-healing network
- Guarantees **99.99+%** network uptime
- Promises **99.9%** deliverability as defined by SLA?

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. And NotiFind offers a fully functional API built on the SOAP protocol, making it easy for users to upload contact data into NotiFind.