



SUNGARD

SOFTWARE AS A SERVICES PROVIDER

Customer
Success
Story

NEW ENGLAND SAAS PROVIDER RELIES ON SUNGARD'S MANAGED SERVICES TO ACHIEVE UPTIME AND PEACE OF MIND

CHALLENGE:

Increasingly severe power and Internet outages threatened this organization's critical applications and put their customers' data in jeopardy.

SUNGARD SOLUTION:

Colocation services for the organization's production environment allowed the company's IT team to get back to business and focus on more strategic priorities.



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Vice President of Operations, New England SaaS provider

In today’s world of e-commerce, business transactions are exchanged back and forth at lightning speed – 24 hours a day, 365 days a year.

A Software as a Service (SaaS) provider in New England depends on the highest, most consistent levels of availability and connectivity to broker thousands of trading transactions per day between customers and partners in a wide variety of market segments.

During the summer of 2007, this organization began experiencing brownouts — or cutbacks in electric power as a result of shortages or overuse — that became increasingly severe, threatening business-critical operations. Additionally, the company was experiencing Internet outages. “We were housing all of our data and production centers internally,” recalls the organization’s vice president of operations. “I got a page in the middle of the night and arrived to find that we had lost power in the data center.”

The vice president of operations knew that something far-reaching needed to be done. “As a SaaS provider, we have data moving through our servers constantly all day long and hours of downtime are unacceptable. We needed a company that could guarantee us connectivity and power at all times,” he says.

SEEING IS BELIEVING

As the organization began their search, they weighed each option carefully. “We were looking for a nationwide managed services provider with a trusted, proven reputation,” the vice president of operations says. “We have plans to expand our infrastructure out to multiple data centers across the country, and wanted to find a company that we could stay with as we continue to grow and expand.”

The organization wanted secure colocation space to house the company’s production servers, highly available Internet access and guaranteed service levels for uptime and bandwidth. The vice president of operations eventually narrowed his search to four providers.

After touring SunGard’s Marlborough, Mass. facility, the choice was clear. “We were blown away by the physical facility itself,” recalls the vice president of operations. “It seemed like most of the colocation places we had previously looked at were just renting space, and we just weren’t confident that we’d be getting the reliability and support we needed. SunGard was different. The team was impressed by the facility’s advanced security systems, powerful infrastructure, on-site generators and most importantly, the people. “The fact that SunGard had people on-site 24/7 was huge for us. Most of the places we looked at had security cameras and monitoring systems – but that wasn’t good enough. We wanted people there at all times.”

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Vice President of Operations, New England SaaS provider

SunGard’s knowledgeable on-site staff helped seal the deal. “We had a lot of questions as we toured the facility and we were extremely impressed by the staff’s in-depth explanations and knowledge of the interworkings of the facility,” says the vice president of operations. “After the tour, we knew our decision was made.”

THE SOLUTION

The result was a hosted colocation environment in which the organization’s production servers were housed in a secure cabinet inside SunGard’s Marlborough facility. SunGard provides regulated power, dedicated Internet connection, advanced security, multiple connection feeds, backup power generators and 24/7 support.

“The requirements put upon our customers by their trading partners have become increasingly stringent, so it is critical that we maintain the highest levels of availability,” says the organization’s vice president of operations. “SunGard’s guarantee of 100% uptime during power disruptions gives us peace of mind – and allows us to focus on our business.” Additionally, the trusted SunGard name has become a selling point with the organization’s prospective clients.

MOVING DAY

The physical move to SunGard’s facility required a great deal of preparation. “As a small company with a limited budget, we didn’t have the luxury of building a redundant data center. We had to physically disconnect the systems we had built, move them to the Marlborough facility and bring them back online.” The logistics of orchestrating such a process seemed daunting – but the organization was not alone. According to the vice president of operations, SunGard was there every step of the way.

“The colocation move to SunGard meant a change in ISP,” explains the vice president of operations. “As a company that runs our entire business over the Internet, there were a lot of steps that needed to be taken to ensure our customers and trading partners would be minimally affected. The SunGard team worked with us closely for six weeks leading up to the move – they were terrific! We knew we were in good hands.”

In May 2008, SunGard and the organization conducted the move at 6:00 a.m. on a Saturday morning. “We shut everything off, packed up our cars, moved the servers to SunGard and within six hours, we were back online,” recalls the vice president of operations. “The whole process was as painless and seamless as I could have hoped for.”

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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