



SUNGARD TIERED AVAILABILITY SOLUTIONS

Strategies for prioritizing applications and data to maximize availability.

CIOs and IT departments face daily pressures to improve application and data availability, while balancing costs and risks. Although they strive for 24/7 service delivery and higher reliability, requiring virtually 100% availability for every system and application is cost prohibitive. Any information availability strategy must properly balance business and technology considerations by:

- Identifying the applications and data most critical to the business
- Establishing acceptable levels of risk, resiliency, and recoverability
- Delivering ROI with a practical approach that increases efficiency

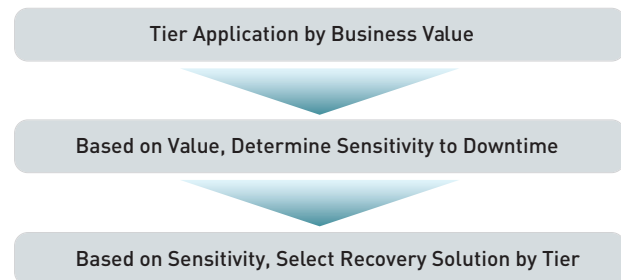
Deliver ROI with tiered data storage and recovery priorities

An information availability strategy can deliver ROI by reducing data storage and recovery costs. First, understanding which data and applications are critical will help determine what needs to be maintained in multiple copies. Many companies still treat all their data the same way, resulting in massive duplication. Decreasing redundant data can reduce storage costs and complexity, while lowering overhead for staff and software licensing. Second, the sooner an application is recovered following an outage, the greater the expense. A cost-effective strategy recovers the right resources at the right time. For example, an e-mail system may require recovery within four hours, while internal financial systems may only need a 48-hour window.

Begin strategy implementation with a business impact analysis (BIA)

The first step is determining the financial, operational, and other effects of losing critical systems — and how quickly they must be restored. The analysis should encompass not only technology, but also business capabilities to transfer work to alternate locations and operate without systems. Planners should involve senior business executives to understand how the business runs and which applications create revenue and value for customers.

The SunGard approach to recovery



The review should identify:

- 10 or fewer business-critical work processes
- Revenue-generating applications and transactions
- System interdependencies enabling applications to run
- Capacity required to handle peaks in business transactions
- Key personnel required for the business to function during outages

Determine tiers by balancing internal and customer considerations

Most companies lack budget and personnel to assign top priority to every application and data resource. The recovery process should start with the most critical resources, especially in the early stages of incident response. Tiering decisions — ranking resources based on business criticality — should be driven by line-of-business and user perspectives, considering regulatory, customer, and partner requirements. The CIO must be the leader in gaining agreement from all levels of management. Tiering decisions should:

- **Balance internal and customer needs.** Prioritizing customer-facing systems to sustain revenues and customer satisfaction must be weighed against the cost of lost employee productivity when systems are down.
- **Plan for the long term.** Avoid annual investments by developing a three- to five-year recovery plan accounting for future changes in compliance, business, and other variables.

Increase recovery efficiency through storage optimization

A tiered availability strategy enables organizations to get more out of existing storage, reducing the need to purchase additional capacity. Other benefits include shrinking backup windows and speeding up restore processes, potentially reducing backup costs. Efficiency can also be improved by considering the age of the data. Moving older files requiring long-term retention to an archive can “lighten” databases, improving performance and reducing restore time.

In summary, a tiering strategy offers significant benefits. By aligning recovery solutions with data criticality, IT organizations can prepare for system disruptions and achieve more agile, effective recoveries — and reduce costs.

SunGard Business Continuity and Disaster Recovery Services

Planning, testing, and managing systems recovery is expensive and potentially less reliable if handled internally. Organizations bear costs for real estate, redundant systems, staffing, and training, with little guarantee of meeting recovery objectives because they often lack experience and are rarely tested to perform a full recovery. Outsourcing some or all of your recovery needs to SunGard offers significant savings by avoiding upfront capital costs for redundant facilities and equipment, while also allowing you to re-focus internal staff on critical projects. Our 100% success rate supporting customers in thousands of declared disasters assures reliability in restoring data and systems required for business operations. SunGard can:

- Create custom solutions supporting industry-leading technology platforms.
- Deliver turnkey recovery programs, from planning through implementation and execution, including fully managed testing and recovery services.
- Design effective strategies addressing all application tiers to achieve the RTO.

About SunGard Availability Services

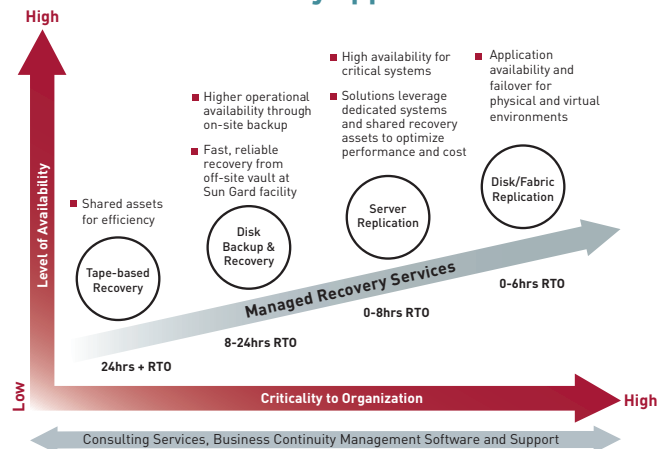
SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 10,000 customers in North America and Europe.

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Comprehensive solutions for a tiered recovery approach



SunGard also provides consulting services to help organizations develop effective information availability and recovery strategies:

- **Business Impact Analysis.** Assess potential risks and impacts to develop mitigation and recovery strategies for higher levels of business resiliency.
- **Availability Risk Assessment.** Develop prioritized strategies for reducing business availability risk using a practical and focused approach.
- **Information Availability Strategy.** Identify practical alternatives for maintaining availability, factoring in cost/benefit ratio, flexibility, and scalability.

Managed Recovery and Testing Services

SunGard offers specialized expertise to help organizations accelerate recovery, document testing and restoration success for compliance audits, and re-focus internal resources. Services include recovery planning, scripts procedures development and maintenance, fully managed testing and recovery as well as post-test reporting.

To learn more about SunGard’s availability and recovery solutions, contact your account representative or visit our website at www.availability.sungard.com