

SUNGARD AVAILABILITY SERVICES CONSULTING

Trusted Partners for Proven Solutions



SUNGARD
**AVAILABILITY
SERVICES**[®]

Compelling solutions for your critical challenges

You're always on the lookout for business opportunity, but you're also facing challenges. Your IT environment becomes more complex each day. You have to keep the business up and running, despite the threat of downtime from production problems, infrastructure changes, security threats, or disasters. In short, you're under pressure from all sides. Every day, you're balancing risk and reward, opportunity and threat, potential and problem.

Organizations like yours often struggle to prioritize threats, risks, and strategies even when business is moving at a normal pace. But today, a fluctuating regulatory landscape and an intensifying focus on security and resilience, along with the shifts demanded by reorganizations mean that the new normal is one of constant change.

On the bright side, you have options.

Some vendors try to address your challenges with off-the-shelf products that might fit one need but don't provide good results for dynamic organizations because they don't look at the big picture. So you might turn to in-house approaches, which have the potential to be tuned to your needs – but finding the right expertise in-house is an ongoing challenge. You might consider a boutique consultancy that brings expertise – but due to its size, struggles to define and implement holistic approaches to all your critical challenges.

What's the ideal approach? You need a tailor-made, customizable solution that's focused on your priorities. You need access to decades of expertise and organizational best practices.

You need unique intellectual property that's applicable to your problems, and you need an approach that complements but goes beyond the capabilities of your staff.

You need a partner to manage risk, maximize resilience, and ensure recoverability while opening the door to opportunity.

With Sungard AS, you have teams of trained and experienced consultants who help you design, build and integrate solutions that address the critical challenges you face, no matter your industry or size.

Many are familiar with Sungard AS' heritage as a disaster recovery and hosting provider, but for more than 30 years, we've provided holistic consulting for business continuity, disaster recovery, information security, and cloud and infrastructure. We have over 2,500 Information Availability experts who work hand-in-hand with you to identify challenges, set priorities, and accelerate change. We bring pressure-tested plans and processes that are built on thousands of engagements. But instead of cookie-cutter products, we create customized solutions that serve your needs on your schedule, not ours.



Let's explore how Sungard AS can help you balance the demands of operational resilience with the everyday demands of your dynamic organization.





As Sungard AS consultants, we see ourselves as your partner. It is our mission to help you improve the availability, security, recoverability, and performance of your business, all while staying compliant with regulatory mandates.

Sungard AS Consulting

Our consulting teams will work alongside your team to address the critical challenges you face, regardless of your organization's size or industry. Our expertise and approach is further supported with a Sungard AS suite of flexible managed services and recovery solutions suited for complex, hybrid environments that are constantly coping with change.

Our core strengths include:

1. Managing Complexity – deep partnerships with customers help them navigate and address the growing complexities of the IT world.
2. Reducing Risk – keeping our customers up, running, and secure with three decades as one of the world's leading BC/DR providers.
3. Protecting and Evolving IT Strategy and Operations – we go beyond tactics and “quick fixes” to help our customers cope with change, both strategically and operationally.

For highly regulated industries like financial services and healthcare, the strategic insight and tactical know-how Sungard AS Consulting brings to each engagement sets the standard for operational risk and resilience. We align risk appetite to business objectives while providing a transparent framework for driving operational resiliency success.

We help our clients design, transition, and operate solutions across four major practice areas:

- **Business Continuity Management Consulting:** we develop and enhance your continuity capabilities, enabling quick and comprehensive responses to ensure the rapid resumption of business operations.
- **Disaster Recovery Consulting:** we design and deliver capabilities that enable resilient, available and recoverable IT services that meet business continuity requirements.
- **Information Security Consulting:** we provide capabilities that enable the management of security, privacy, regulatory compliance and overall risk throughout the data lifecycle.
- **Cloud and Infrastructure Consulting:** we design and deliver capabilities that enable the discovery and application analysis, cloud and data center migrations

Our consulting solutions span four practice areas with a range of services:

Business Continuity Consulting

- Business Continuity Program Assessment
- Business Impact Analysis
- Risk Assessments—Internal and Third Party
- Continuity Strategy and Planning
- Exercise Programs

Disaster Recovery Consulting

- DR Program Assessment
- DR Strategy
- Plan Development

Information Security Consulting

- Information Security Strategy and Design
- Information Security Assessment
- Virtual CISO
- Data Governance

Cloud and Infrastructure Consulting

- Discovery and Application Analysis
- Cloud Migration
- Data Center Migration

Business Continuity Consulting

The Business Continuity practice combines business process, people, technology and risk management skills to address the complex challenges surrounding operational risk and resiliency. Sungard AS consultants develop integrated business continuity and technology recovery programs to prevent, and rapidly respond and adapt to, unplanned disruptions.



Business Continuity Program Assessment

We assess and benchmark BCM Program capabilities, practices, and effectiveness against established measurement criteria. Using the ISO 22301 standard or the FFIEC Guideline for approach and content, Sungard AS will partner with you to assess your Business Continuity Program and identify gaps against industry best practices.

Business Impact Analysis

We prioritize continuity requirements by assessing your business disruption risks, analyzing the impacts of disruptions to your facilities, workforce, technology operations, and vendors, and ranking business impacts to focus efforts on protecting your value chain. Through a series of discovery and planning workshops, Sungard AS will identify and quantify the potential; impact to the organization of an unplanned business interruption. Sungard AS will analyze these impacts, will prioritize business processes as well as the resources upon which they depend (e.g., mission critical applications, vendors, people, and facilities) and identify strategies for ensuring the availability of those key business processes and dependencies.



Our approach helps ensure the resiliency of your business operations in a way that balances investment targets with risk tolerance.

Risk Assessment

Internal – This activity provides a proactive means for your management to support their business availability objectives. The service identifies and assesses risks that can disrupt your critical business operations and prioritizes recommendations that can

reduce operational risk to acceptable levels. Our Risk Assessment provides the identification of likely threats (natural or man-made event) affecting your organization, the subsequent impact or effect of a threat's occurrence, and the mitigation measures (Risk Controls) that are in place to reduce a threat's likelihood of occurrence and its subsequent effect.

Third Party – Sungard AS provides an independent perspective that addresses management or board-level concerns. We identify areas of risk relative to 3rd parties that can be evaluated internally for subsequent action.

Continuity Strategy and Planning

Using the ISO 22301 standard as a guideline for approach, Sungard Availability Services will partner with the Client to build robust Business Continuity Strategies and Plans. Business Continuity Plans reduce risk and improves your business resilience and ability to recover by pre-determining decision processes. We also work with you to proactively develop action plans to respond to a situation that disrupts normal business operations.

Exercise Program

This establishes the framework for a sustainable BC Exercise Program based on ISO Standards 22301, FFIEC and ISO 22398. This includes conducting exercises to validate recovery capabilities while uncovering gaps to enable plan updates and improve the ability to overcome a disaster.



Disaster Recovery Consulting

Successful recovery from a disaster does not start when the event takes place – good planning, preparation, and solid IT Management Practices provide the foundation to maximize uptime and business functioning in the case of disaster.

DR Program Assessment

This is an industry-standard maturity assessment of your IT Service Continuity program that includes a review of program documentation (including test results and audit findings), review of current recovery strategies and interviews with key stakeholders. The deliverables include a current state view and recommendations for further development of your IT Service Continuity Program.

DR Strategy

The IT Service Continuity Recovery Strategy and Roadmap is a deliverable that aligns your overall Business Continuity program requirements with your IT Services (including infrastructure, applications, staff and data) availability needs. This study and resulting recommendation provides a framework for technical solution design and DR Testing.

Plan Development

We develop plans and procedures for restoring critical IT infrastructure, applications, and data in the event of a business disruption or technical outage. Plan development will guide your IT personnel in their response to a service disruption by identifying the necessary recovery steps, strategies and required resources needed to complete the recovery.



Disaster Recovery solutions help you design and implement business and technology architectures that are highly available, leverage your current infrastructure, and flexible enough to support emerging cloud-based platforms and providers.

Information Security Consulting

The very nature of securing and protecting information is changing. In an increasingly complex environment caused by regulatory changes, endless attacks, distributed and mobile applications, data sprawl and cloud computing, information security has to be a central topic of any corporate governance or strategic planning discussion.



Information Security Strategy and Design

We perform holistic security, privacy, and risk management program framework development, design, and strategy, resulting in a better security posture. It establishes an executable roadmap for you to implement your security framework along best practices. It gathers security needs and requirements to migrate to a managed security offering, and provides you with CISO advisory support if you need to become more secure or more compliant.

Information Security Assessment

This engagement analyzes the maturity of your Information Security Program and identify gaps, weaknesses, and opportunities for improvement. The assessment can be focused on regulatory or best practice requirements with a controls-based or a technical analysis of the network, systems, architecture, and applications. You will receive an actionable, prioritized roadmap to improve your information security posture and the maturity of your information security program.



Virtual CISO

We execute a Virtual CISO engagement to complement or supplement the information security function within your organization. With it, you can improve on the execution and capabilities of your information security program. You'll receive augmented policy and process development, compliance testing and evaluation, and information security strategy and direction to meet the evolving challenges of your dynamic threat environment.

Data Governance

Our Data Governance offering provides you with reviews of data architecture, regulatory mapping, data handling, data controls, and data protection. With these reviews, we deliver recommendations for adhering to best practice data governance and regulatory requirements. This service includes Privacy Assessment through Privacy Program Development and Governance Models.

Sungard AS has a long track record of solving our clients' biggest security problems. You can rely on our capabilities to break down the walls between strategy and execution because our information security consulting portfolio delivers compelling value.



Cloud and Infrastructure Consulting

For most organizations, cloud has become a key component of their ever-evolving IT infrastructure. But cloud offers unique dangers as well as opportunities. With Sungard AS, you have the support of a wide-reaching partner with experience across most of the Fortune 100 to help you optimize both short and long-term risk/reward equations.

Cloud Strategy Workshop

Our consultants will lead you through the evaluation of business and technology strategies, guide you through the development of a future state technology architecture that contemplates various cloud options, and collaboratively develop a near-term action plan to enable the desired future state.

Discovery and Application Analysis

Our Cloud and Infrastructure Transformation consultants will assist you in assessing business requirements and to discover, analyze, plan application migrations to cloud. Through our work, you'll discover additional optimization and consolidation opportunities, such as identifying under-utilized servers that would be prime virtualization candidates. You'll also receive a complete and accurate inventory of the IT environment, including unexpected or unknown application dependencies, for more effective planning.

Cloud Migration

Our consultants will help you to assess your business requirements and to prioritize a migration plan, followed by execution of the plan with key workloads being migrated into a cloud environment. We'll devise a plan based upon business priorities and application dependencies and deliver a proven systematic process to ensure successful transition to cloud.

Data Center Migration

Our Cloud and Infrastructure Transformation consultants will help you relocate critical technology assets to a new data center environment and ensure a successful "go live" in the new location. We'll develop a prioritized migration plan based upon business priorities and application dependencies, use a proven process to ensure a successful transition, and you will utilize the skills of our personnel who have significant physical migration expertise.



Customer Success

It's one thing for us to describe our capabilities and services, and quite another to explore how those capabilities translate into real business value.

Business Continuity Planning and Implementation



Client: A major global financing company

Business problem:

Increased regulatory scrutiny over large financial institutions had resulted in the need for the client to extend their financial and operational governance controls. Business continuity came up as an issue.

Sungard AS solution:

We helped establish the client's standards for business continuity planning leveraging the Continuity Management Solution platform. Using our BCM software, we worked to develop 300 continuity plans in 8 countries. We helped develop a regulatory-aligned, common BCM model across the entire enterprise that enabled our client to meet aggressive timelines for a common model implementation.

Disaster Recovery



Client: A large national operator of acute-care hospitals

Business problem:

Our client was challenged to meet the federal government's Meaningful Use Standards for BCP and DR compliance. They were struggling and needed expertise to accelerate their efforts.

Sungard AS solution:

By performing a BCP/DR Assessment Workshop as well as Backup and Recovery Assessments, Sungard AS created a BCP scorecard, gap analysis and three-year roadmap. As a result of completing the critical initiatives of the Year 1 BCP Roadmap, including Key Systems Classification, Business Continuity Software and Implementation, Initial Plan Development and DR Readiness Assessment of a core clinical application, Sungard AS enabled the client to present a Meaningful Use Implementation Roadmap to both internal and federal government auditors.



Information Security Risks



Client: A leading pharmacy retailer with thousands of locations across US

Business problem:

In light of challenging online demands for retailers, the client CISO required comprehensive security evaluation, mitigation, and cyber threat assistance to improve its security program.

Sungard AS solution:

By delivering industry-leading security testing and evaluation services, Sungard AS identified vulnerabilities and gaps across networks, systems, applications, and mobile architecture. This comprehensive view, with prioritization, better enabled the client to take corrective action. With experts, experience, and methodologies across the compliance, frameworks, and technology landscape, Sungard AS helped mitigate their real-world incidents and vulnerabilities. The resulting solution put the client on a path towards a mature, compliant, and successful information security program that reduced measurable risk.

Data Center Migration



Client: A premier healthcare research and medical education institution.

Business problem:

Our client made a strategic decision to move from its current hosting data center to a colocation facility with Sungard AS in order to regain control over its IT Service Management and enhance quality.

Sungard AS solution:

Sungard AS Consulting became an integral part of the client's core IT Operations team, providing the needed IT operations and technology expertise to augment the staff in support of this significant move, including the transformation and migration. By providing the skills, experience and support the client lacked, Sungard AS ensured that the right plans and processes were in place to streamline and realize a successful migration.



Always On. Always Available.

Business Continuity Consulting
Disaster Recovery Consulting
Information Security Consulting
Cloud and Infrastructure Consulting

Why choose Sungard AS?

More than 30 years of experience supporting complex IT operations and providing availability management.

Highly flexible tailored solutions to support customers' unique business and IT requirements.

Managed services ranging from hosting to virtualization to cloud, in a resilient, secure, enterprise-grade IT environment.

Breadth of services and expertise to transform and operate business-critical hybrid IT environments.

For more information please visit our website at:
www.sungardas.com/solutions

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About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit www.sungardas.com
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